



October 3, 2024

The provider bulletins and/or frequently asked questions (FAQs) summarized below include hyperlinks ([Learn more>>](#)) to full versions. Should you ever experience an issue with any of the hyperlinks, you may access all provider bulletins and FAQs at [FloridaBlue.com > for providers > news > bulletins-and-faqs](#).

For Florida Blue and Truli for Health Providers

NATURAL DISASTERS / HURRICANES

Remember These Important Guidelines During Hurricane Season

Summer has ended, but hurricane season continues through November 30. In the event of a natural disaster or state of emergency, use these guidelines if you are unable to follow normal business procedures or communicate with Florida Blue or Truli for Health. [Learn more>>](#)

ADMINISTRATIVE NEWS

Policy Update for PT and OT Assistant Services Is Postponed to December 1

In previous editions of *Bluemail*, we shared Florida Blue would be implementing a policy with coding edits for physical therapy assistant (PTA) and occupational therapy assistant (OTA) services billed with modifiers CO and CQ on October 1, 2024. The effective date has been postponed to December 1, 2024. [Learn more>>](#)

PHARMACY

New Bone Remodeling Category for Medicare Advantage Part B Step Therapy Program

Remember, as of June 15, 2024, Bone Remodeling was added as a new category to our Part B Step Therapy program for our BlueMedicare Medicare Advantage members. The preferred product is **Zoledronic Acid (J3489)**. [Learn more>>](#)

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available

Our Medical Coverage Guidelines (MCGs) for the commercially insured are updated monthly and quarterly and published at [FloridaBlue.com](#) under *Medical and Pharmacy Policies and Guidelines, What's New*. The October 1, 2024 updates include, but are not limited to, a new **Duvyzat** MCG for treating Duchenne muscular dystrophy. Also included is the addition of a new **Xolremdi** MCG for treating WHIM (warts, hypogammaglobulinemia, infections, and myelokathexis) syndrome; a revision to the **Trastuzumab (Herceptin, biosimilars) MCG** with **Ogivri** added as a preferred biosimilar agent among Kanjinti and Trazimera; and the intravenous **Infliximab products (Remicade, biosimilars) MCG**, which now includes **Renflexis** as a preferred agent among Remicade, Infliximab, Inflectra, and Avsola. Many other MCG updates are listed. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

End-of-Year HEDIS Deadlines

As the Healthcare Effectiveness Data and Information Set (HEDIS) 2024 Measurement Year ends, remember the key dates associated with documenting your patients' care gaps as closed.

[Learn more>>](#)

Register Now for Florida Blue's Next HEDIS Innovations Webinar on October 29

Our next HEDIS Innovations webinar is slated for later this month. Be sure to sign up to hear best practices and the latest on the Statin Therapy for Patients with Cardiovascular Disease (SPC) and Asthma Medication Ratio (AMR) HEDIS measures. [Learn more>>](#)

SELF-SERVICE TOOLS

ProviderVista Enhancements: Practice Summary Dashboard and Value-Based Roster

As part of our ongoing efforts to enhance patient care, we are pleased to introduce two new enhancements in ProviderVista: Practice Summary Dashboard and Value-Based Roster tools.

[Learn more>>](#)

Important Availity Security Update

Availity, our sponsored provider portal vendor, is initiating several security changes to enhance the protection of information on provider organizations' accounts. These changes may impact some Availity Essentials users in your organization. [Learn more>>](#)

For Florida Blue Providers

COMPLIANCE

D-SNP Basic Training Required for Medicare Advantage HMO Provider Groups

The Dual Eligible Special Needs Plan (D-SNP) Model of Care has training requirements set by the Centers for Medicare & Medicaid Services. Health care providers and staff contracted by managed care organizations who deliver care to D-SNP members are required to complete the D-SNP Model of Care basic training. **Be sure to complete the training now.** [Learn more>>](#)

Medicare Advantage Policy for Preventing Medicare Fraud, Waste, and Abuse

Health care fraud, waste, and abuse (FWA) is bad for everyone and negatively impacts members, providers, and our communities. Your support to help us alleviate FWA is critical. We appreciate and depend on you to identify and report fraud or any form of waste and abuse. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

Asthma Medication Ratio Outreach

Federal Employee Program (FEP) members, ages 5-64, with persistent asthma and more than four asthma medication dispensing events, will receive an email about the importance of their medication adherence. It will also encourage members to take an active role in managing their condition.

[Learn more>>](#)

Every Office Visit Matters: Patient Experience Impacts Your CAHPS Survey Results

You want your patients' encounters to be positive experiences. Their experience will be reflected in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results. In early 2025, a random group of Florida Blue FEP members will receive the survey. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Update to Advance Care Planning Program for Members in Commercial Plans

We have updated our list of care providers that deliver services as part of our Advance Care Planning program. The program focuses on caring for your patients with Florida Blue commercial plans who have serious illnesses and may need support with advance planning and palliative care. Keralty will no longer participate. [Learn more>>](#)

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.