



December 1, 2022

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 > providers > news > bulletins-and-faqs.

For Truli for Health and Florida Blue Providers

ADMINISTRATIVE NEWS

2022 Medical Record Review Results Now Available

Each year, we conduct a review of primary care practices' medical records. This initiative helps improve record-keeping practices to foster patient safety and improve continuity, coordination, and transition of care. The results are in. [Learn more>>](#)

BLUECARD

GeoBlue, BCBS Global, and Bupa Plans Provide Members with Medical Services in the U.S. via BlueCard

It is important to know GeoBlue, Bupa, and Blue Cross and Blue Shield (BCBS) Global plan members seeking medical services in the United States should be treated as domestic BCBS plan members under the BlueCard program. [Learn more>>](#)

For Florida Blue Providers Only

MISCELLANEOUS

Introducing Salus Clinic to Florida Blue Members Traveling to Puerto Rico

Salus Clinic, a primary care and multi-disciplinary clinic offering many specialty services, including OB/GYN, cardiology, pediatric, and behavioral health, is now part of the Florida Blue network. Starting **January 1, 2023**, Florida Blue members will have in-network access to Salus Clinic's four locations while traveling to Puerto Rico. [Learn more>>](#)

Pharmacy

New Process for How BlueMedicare Patients Get Continuous Glucose Monitors, Supplies

Starting January 1, 2023, your BlueMedicare HMO and PPO patients will choose to receive continuous glucose monitors and supplies from their local in-network retail pharmacy or home delivery pharmacy. **These supplies will no longer be available through CareCentrix.** [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Certain Authorization Requests Will Redirect to Olive as of December 1, 2022

Starting December 1, 2022, Commercial prior authorization requests for radiology, hip and knee surgery, and musculoskeletal care will no longer be accepted or processed through Availity. Instead, Availity will redirect providers to the Olive AI platform. [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