



Bluemail



April 16, 2026

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](https://www.floridablue.com/providers/news/bulletins-and-faqs).

For Florida Blue and Truli for Health Providers

PHARMACY

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available

Each month and quarter, our Medical Coverage Guidelines (MCG) for the commercially insured are updated and published at [FloridaBlue.com](https://www.floridablue.com) under *Medical and Pharmacy Policies and Guidelines, What's New*. The April 15, 2026 updates include, but are not limited to, an update to the **Immune Globulin** MCG to include Qivigy – a non-preferred agent. This revision also includes a change to the **Gonadotropin Releasing Hormone Analogs and Antagonists** MCG to include the agent Vabrinty. Many other MCG modifications are listed. [Learn more>>](#)

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

CMS to Conduct Risk Adjustment Data Validation Audit

The Centers for Medicare & Medicaid Services (CMS) is conducting a risk adjustment data validation audit for Medicare Part C (Medicare Advantage) data. This CMS audit, a standard compliance process, is focused on the 2020 payment year and applies to Florida Blue BlueMedicare HMO and PPO members with 2019 service dates. [Learn more>>](#)

BILLING AND CODING

Update to Claims Submission and Billing Guidelines for Hospice

We are updating our hospice claims submission and billing guidelines for BlueMedicare HMO and PPO plans, effective May 1, 2026. For plan-covered services unrelated to terminal diagnosis, you must submit claims to Original Medicare first, then to Medicare Advantage for secondary consideration. [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.

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FEDERAL EMPLOYEE PROGRAM

CAHPS Survey Now Live: Encouraging FEP Patient Feedback

CMS is conducting its annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and will send questionnaires to a random sample of Florida Blue Federal Employee Program (FEP) patients. The survey is sent each year between April and June, to evaluate their recent health care experiences. [Learn more>>](#)

PROVIDER SELF-SERVICE TOOLS

Availity Essentials AuthAI Tile to Retire and Claims Status Tool Update

The AuthAI application tile (in the Availity Essentials Florida Blue Payer Space) will retire April 18, 2026. AuthAI is used to request authorizations for sleep, radiology, spine, and hip and knee procedures. Authorization capabilities will be integrated into the Availity Essentials workflow. Also, the Claims Status tool has a new look and enhanced functionality. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Accurate Documentation Optimizes Health Outcomes and HEDIS Scores

Accurate documentation is crucial for improving patient outcomes and optimizing Healthcare Effectiveness Data and Information Set (HEDIS) scores. We emphasize the importance of this for all HEDIS measures, including statins, diabetic eye exams, childhood immunizations with infant flu vaccination, and cancer screenings (cervical, breast, and colorectal cancer). [Learn more>>](#)

Encourage Your Florida Blue Medicare Patients to Take Post Provider Office Visit Survey
Patient feedback provides valuable insight on the quality of health care services. To support this, we implement our Post Provider Office Visit survey to gather information from Florida Blue Medicare members about recent visits to our network providers' offices. [Learn more>>](#)

Improve Patients' Behavioral Health Outcomes With Accurate HEDIS Reporting

Delivering high-quality behavioral health (BH) care requires accurate documentation. Proper records of mental health diagnoses, treatment plans, and follow-up visits are crucial for this. We are focusing on several key BH HEDIS measures. [Learn more>>](#)

Register to Attend Florida Blue's April Quality Innovations Webinar

Join us on Tuesday, April 28, for our 2026 Quality Innovations Webinar, focusing on Transitions of Care and best practices to support HEDIS measures. Measures include readmissions, emergency department utilization, acute hospital utilization, BH, and chronic conditions. [Learn more>>](#)