



March 10, 2022

## For Truli for Health and Florida Blue Providers

### CARE MANAGEMENT

#### **PopHealthCare In-Home Services Rebranded as Emcara Health**

PopHealthCare, a GuideWell subsidiary, has rebranded their in-home care services as Emcara Health. [Learn more>>](#)

### QUALITY / HEDIS / CAHPS

#### **Coding Newsletter Focuses on Morbid Obesity**

Our March issue of Closing Gaps and Meeting Metrics highlights coding tips for morbid obesity, including documentation requirements. [Learn more>>](#)

### SELF-SERVICE TOOLS

#### **Verify or Update Your Profile Information to Stay in Our Online Provider Directories**

Federal legislation requires us to remove your provider information from our online directories starting **April 1, 2022**, if you do not update or confirm information is accurate for all your providers and health care facilities. [Learn more>>](#)

## For Florida Blue Providers Only

### BILLING AND CODING

#### **2022 POS Code Changes for Telehealth Billing Impacts Physician Fee Schedules**

Due to a need for greater specificity, the Centers for Medicare & Medicaid Services (CMS) has added a new place of service (POS) code, and redefined an existing code which relate to telehealth services. [Learn more>>](#)

**Continued...**

## PHARMACY

### **Commercial and Other Pharmacy Program Updates**

The following changes to our pharmacy programs will become effective **April 1, 2022**. These changes affect our preferred drug lists and medication guides, including prior authorization requirements, the Responsible Quantity Program, Responsible Steps and the Pharmacy Coverage Exclusions List. [Learn more>>](#)

## UTILIZATION MANAGEMENT AND OTHER PROGRAMS

### **Olive Technology Will Improve Authorization Process for Hip and Knee Surgeries**

Florida Blue currently administers our hip and knee surgery utilization management program. Starting **April 18, 2022**, we will use Olive (oliveai.com), a health care automation platform, to process your pre-service review requests. [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.