



July 14, 2021

## For Truli for Health and Florida Blue Providers

### COVID-19 SPECIAL ALERTS

#### COVID-19 Update as of April 29, 2021

In response to the coronavirus disease (COVID-19), we have made additional process updates which are now in place for our Commercial, Affordable Care Act (ACA), Medicare Advantage, Federal Employee Program® (FEP) and Truli for Health lines of business. We will keep you informed as information changes. **Note: For easy reference, new updates are noted in red throughout the communication.** [Learn more>>](#)

#### COVID-19 Provider Billing Guidelines

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines regularly as they will be updated as needed. [Click here](#) and select **COVID-19 Provider Billing Guidelines**.

## For Florida Blue Providers Only

### BLUECARD

#### Medicare Advantage PPO Network Sharing (BlueCard) Frequently Asked Questions

As a reminder, all Blue Cross and/or Blue Shield (BCBS), “Blue” Medicare Advantage (MA) PPO Plans participate in reciprocal network sharing. This network sharing allows all Blue MA PPO members to obtain in-network benefits when traveling or living in the service area of any other Blue MA PPO Plan as long as the member sees a contracted MA PPO provider. [Learn more>>](#)

### CARE MANAGEMENT

#### New Directions Expands Behavioral Health Support for Members Seeking Care from the Emergency Department

As of July 1, 2021, we have expanded our Complex Care Management Program with New Directions to proactively identify members who have presented to the ED for

behavioral health and substance-use related issues. Once these members are identified, New Directions will invite them to participate in our Complex Care Management program. [Learn more>>](#)

## FEDERAL EMPLOYEE PROGRAM

### **You Can Impact CAHPS Survey Scores for FEP Members**

Every year, the Centers for Medicare & Medicaid Services (CMS) administers the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. You can help make a difference in your Federal Employee Program (FEP®) patients' overall experience and help improve survey scores. [Learn more>>](#)

## MEDICARE STARS

### **Select Medicare Advantage Members Receive In-Home Diabetes Screening Kits**

This July, Florida Blue Medicare will work with Quest Diagnostics to send blood glucose (A1c) and diabetic urine protein test (kidney screening) kits to select Medicare Advantage members. The kits will be sent to patients living with diabetes who have not completed these important screenings this year. [Learn more>>](#)

