



February 10, 2022

For Truli for Health and Florida Blue Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of January 28, 2022

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**.

ADMINISTRATIVE NEWS

CMS to Conduct Audit to Identify Improper Medicare Advantage Payments

The Centers for Medicare & Medicaid Services (CMS) will be performing a Part C Improper Payment Measure (Part C IPM) Audit related to our BlueMedicareSM HMO, PPO and LPPO (Medicare Advantage) members' information for the 2019 benefit year. The audit helps ensure risk-adjusted payments are accurate. We may need to request medical records for your Florida Blue Medicare patients who have been selected for the review. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Social Determinants of Health

Our February issue of Closing Gaps and Meeting Metrics highlights coding tips for Social Determinants of Health, including documentation requirements. [Learn more>>](#)

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For Florida Blue Providers Only

FEDERAL EMPLOYEE PROGRAM

FEP CAHPS Survey: You Can Make a Difference in Your Patients' Satisfaction

Each year, the Centers for Medicare & Medicaid Services (CMS) sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to a random selection of your Florida Blue Federal Employee Program® (FEP) patients. Starting next month, some of your patients may receive the survey, which will ask about their health care and their experience in your office for the care they received in 2021. [Learn more>>](#)

MEDICARE STARS

CPT II Codes to Show Patients' Care Is Complete for ACP, BP, COA, EED, HBD and TRC (MRP)

A listing of CPT II codes used to close care gaps for a variety of Medicare Stars care gaps are available for your reference in this latest communication. These care gap measures include Advance Care Planning (ACP), Blood Pressure (BP), Care for Older Adults (COA), Dilated or Retinol Eye Exam (EED), Hemoglobin A1c (HBD) and Transitions of Care (TRC) (Medication Reconciliation Post-Discharge (MRP)). [Learn more>>](#)

MEMBER TOOLS AND RESOURCES

New Digital Tool Helps Your Patients Build Resilience

Florida Blue members now have access to a digital program to help them manage stress and build resilience. Called meQuilibrium, this online program offers simple, evidence-based techniques to reduce stress. It is available to our fully insured commercial plan members and most Florida Blue Medicare Advantage members at no extra cost. [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.