



June 29, 2023

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](https://FloridaBlue.com) > providers > news > bulletins-and-faqs.

## For Truli for Health and Florida Blue Providers

### ADMINISTRATIVE NEWS

#### **Keep Your Profile Information Current to Stay Listed in Our Provider Directories**

Federal legislation requires all providers, health care facilities, and suppliers verify and update their profile information each quarter to remain listed in our online provider directories. [Learn more>>](#)

## For Florida Blue Providers Only

### ADMINISTRATIVE NEWS

#### **Commercial Risk Adjustment Data Validation Calls for Medical Records**

We are required to validate the accuracy of our members' risk adjustment data we send to the Centers for Medicare & Medicaid Services (CMS). This ensures chart documentation accurately reflects members' clinical conditions and other information. From July through mid-November 2023, we will be requesting medical records for dates of service in the calendar (benefit) year 2022. [Learn more>>](#)

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### QUALITY / HEDIS / CAHPS

#### **New Documentation and Coding Spotlights Now Available for Several Conditions**

We have posted a few new resources to help providers accurately document and code for many conditions. You can find new documentation and coding spotlights with analysis of classifications, examples, and tips to help document and code encounters. Visit [FloridaBlue.com](https://FloridaBlue.com), select *For Providers, Bulletins & FAQs*, then *Quality / HEDIS / CAHPS*. Many other resources are also located in this section. [Learn more>>](#)

## MEDICARE STARS

### **Dual Eligible Special Needs Plan Model of Care: Required Training for Medicare Advantage HMO Provider Groups Due End of September**

Health care providers and staff who deliver care to Dual Eligible Special Needs Plan (D-SNP) members and are contracted by managed care organizations, such as Florida Blue Medicare, are required by CMS to receive basic training on the D-SNP Model of Care. To ensure compliance, your provider group must complete this course and submit the required attestation **by September 30, 2023**. [Learn more>>](#)

## MEMBER TOOLS AND RESOURCES

### **Help Your Patients Manage Stress With meQuilibrium**

Our members have access to meQuilibrium – a digital mental well-being solution to help them manage stress. We developed a new toolkit to make it easy for your practice to share the benefits of meQuilibrium with your Florida Blue patients. [Learn more>>](#)

## PHARMACY

### **Commercial and Other Pharmacy Program Updates Effective July 2023**

We are making changes to our pharmacy programs, effective July 1, 2023. These changes affect our preferred drug lists and medication guides, including prior authorization requirements, the Responsible Quantity Program, Step Therapy Program, the New Pharmacy Coverage Exclusions List, and more. A summary of these important changes is included in a recent bulletin. [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.