



# Bluemail



August 10, 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://www.floridablue.com) > providers > news > bulletins-and-faqs.

## For Truli for Health and Florida Blue Providers

### BILLING AND CODING

#### HCPCS Required in Claims with Certain Implant or Device Revenue Codes, December 1

We are expanding our list of UB04 revenue codes requiring specific Current Procedural Terminology/Healthcare Procedure Coding System (HCPCS). Starting **December 1**, HCPCS codes will be required when certain implant or device revenue codes are billed for outpatient services. [Learn more>>](#)

#### Introducing *Availity AuthAI* (Formerly Olive) for Radiology, Hip and Knee, and Musculoskeletal Utilization Management Authorizations, August 27

As a result of [Availity's](#) acquisition of Olive's UM Solution and Business Unit, the *Olive* tile will change to ***Availity AuthAI*** on **August 27**. This is where you will continue to process pre-service authorization requests for these services. [Learn more>>](#)

#### Coding Tips for Lung Cancer

Lung Cancer is the third-most common cancer in the United States. In 2020, the U.S. reported 197,453 new cases of lung and bronchus cancer. The August newsletter discusses coding tips and best practices for this illness. [Learn more>>](#)

### SELF-SERVICE TOOLS

#### Self-Service Tool Used to Manage Your Provider Record Moves to GuideWell Portal

A change implemented at the end of **July** directs you to the GuideWell Provider Self-Service Portal to review and update your records. The process is generally the same, but you will notice a new look and a minor difference in the steps to complete. [Learn more>>](#)

#### Provider Portal Updates to Census and Coding Opportunities for Commercial and Medicare Patients

We are pleased to share the latest enhancements to our provider portal in the *Provider Link* and *ProviderVista* platforms. These updates impact the Census and Coding Opportunities features. [Learn more>>](#)

#### How and When Acupuncture Benefits Display in Availity's E&B Tool

The Eligibility and Benefits (E&B) tool in Availity helps you determine benefits for our members. For some service types, you will see *Not Covered* as you use the E&B tool. For other services, as in acupuncture services, this message will not display as acupuncture benefits are a standard exclusion on most plans. For this reason, the acupuncture benefit is shown *only for members who have this coverage*. [Learn more>>](#)

# For Florida Blue Providers Only

## FEDERAL EMPLOYEE PROGRAM

### **FEP Patients Learn About Issues Related to Low Back Pain**

Florida Blue members (ages 18 to 75) insured under the Blue Cross and Blue Shield Federal Employee Program will be receiving an email this month on issues related to low back pain. Members will receive information on common myths, what to do when experiencing back pain, and when medical treatment should be sought from a provider. [Learn more>>](#)

## QUALITY - MEDICARE STARS

### **D-SNP Model of Care: Required Training for Medicare Advantage HMO Provider Groups Due September 30**

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 the Centers for Medicare & Medicaid Services 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>>](#)

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.