

Bluemail



October 7, 2022

The provider bulletins and/or frequently asked questions (FAQs) summarized below include hyperlinks (Learn more>>) to a full version. Should you ever experience an issue with any of the hyperlinks, you may access all provider bulletins and FAQs at floridablue.com > providers > news > bulletins-and-faqs.

For Truli for Health and Florida Blue Providers

NATURAL DISASTERS / HURRICANES

Relaxed Prior Authorizations Reminder as Result of Hurricane Ian

Florida Blue is giving special consideration to those impacted by Hurricane Ian and will relax referral and prior authorization requirements for all service types excluding pharmacy during this time. If you are unable to obtain an authorization and care is required, please proceed with providing treatment and submitting claims for reimbursement. [Learn more>>](#)

PUBLIC HEALTH / PANDEMICS / COMMUNITY CRISES

Flu Prevention: Encouraging Members and Communities to Protect Themselves

Flu season is upon us, and we support your efforts in helping the people in our communities stay healthy and safe. If members are unable to get a flu shot at your office, they can visit one of our Florida Blue Centers. [Learn more>>](#)

SELF-SERVICE TOOLS

Attention Primary Care Providers: Improved Specialist Referral Search Results

An upgrade to our Enhanced Smart Referral search feature in Availity, which allows you to find participating specialists, now returns even more comprehensive results. [Learn more>>](#)

For Florida Blue Providers Only

COMPLIANCE

Important Reminder About Preventing Medicare Fraud, Waste, and Abuse

Florida Blue complies with all Medicare requirements to prevent fraud, waste, and abuse. Every year, we share our standards of conduct as a reminder to our first tier, downstream, and related entities of the need to adhere to these standards or adopt and follow their own. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

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

Every year, a random selection of your Florida Blue Federal Employee Program (FEP) patients are selected to complete the Centers for Medicare and Medicaid Services' Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. It asks them about their health care and experience in your office. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

BlueMedicare Health Plans Are Expanding in 2023

Our Medicare Advantage BlueMedicare Premier HMO, BlueMedicare Value PPO, and BlueMedicare Complete health plans will expand to additional counties with more benefits including supplemental, effective January 1, 2023. [Learn more>>](#)

HEALTH CARE PLANS (NON-MEDICARE)

myBlue and myBlue Connected Care Are Expanding in 2023

We offer myBlue HMO and myBlue Connected Care health plans to individuals under age 65 who buy insurance online through the Health Insurance Exchange (Marketplace). Effective January 1, 2023, myBlue will expand into 10 new counties for a total of 51; and myBlue Connected Care is expanding into five new counties for a total of eight. [Learn more>>](#)

SimplyBlue Health Plan Is Expanding in 2023

SimplyBlue is an affordable, managed care health plan. We offer SimplyBlue HMO in certain counties to Small Group members who purchase health plans through their employer. SimplyBlue is expanding into four new counties effective January 1, 2023, bringing the total to 38 counties. [Learn more>>](#)

SELF-SERVICE TOOLS

Provider Link Update Brings You More Information and Insight

The recent release of Florida Blue Medicare's provider platform, Provider Link, is making it easier for you to access member information, both specific and trending. You can now find your patient's Medicare Beneficiary Identifier in the member information panel on the Member Snapshot page, and in exported data. [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