



# Provider Newsletter



Florida Blue

## New Medicare Product

Florida Blue has introduced a new Medicare product effective, January 1, 2017: BlueMedicare HMO MyTime Plus Plan. The new plan combines a narrow network of primary care physicians and narrow sub-network of Florida Blue HMO (Health Options, Inc.) physician network who are dedicated to caring for Medicare patients with low out-of-pocket costs. It will be offered to Medicare beneficiaries residing in Broward and Miami-Dade counties in 2017. These members are assigned to the EMI network and will have access to the same network of Health Options, Inc. specialists as members in other BlueMedicare HMO plans. As always, please continue verifying members' eligibility, co-pay, etc. via Availity prior to the visit.

## How can I identify BlueMedicare HMO MyTime Plus members?

The member ID card shows the product name in the upper right corner – BlueMedicare HMO MyTime Plus, Medicare Advantage. The alpha prefix is “XJI”.

## Provider Web Portal (PWP) - Sign up Today!

We would like to encourage you to utilize our Provider Web Portal (PWP) managed by our affiliate Health System One (HS1). HS1's PWP is a dynamic web-based tool that allows you to check the status of referral requests and print them as needed; you can also check and print claims status. Creating a user account is EASY! Simply complete the online form at <http://www.healthsystemone.com/pwp>. Once you have an account you can access the PWP at <https://asp.healthsystemone.com/hs1providers/>. By creating a user account and utilizing the PWP your team will no longer have to waste precious time making outbound calls and tying up a telephone line to check on the status of a referral or the status of a claim.

## Don't miss a payment or receive an overpayment!

Please verify member eligibility via Availity prior to seeing the member. If you are seeing an EMI member, please be sure to obtain the authorization from EMI or be sure that the authorization was obtained from EMI.

Please submit all assigned EMI member

claims to EMI for processing. If the member is assigned to EMI, please DO NOT submit claims to Florida Blue for payment.

## Who is Availity?

Availity is Florida Blue's trusted information exchange partner enabling the movement of business and clinical information in real-time. Verify eligibility, Benefits, and more – all online and at your fingertips.

## HEDIS

As a Florida Blue Eye Care Physician you play a primary role in ensuring that every eligible member receives their annual Diabetic Retinal Eye Exam. This HEDIS measure is an integral part of the quality of care that is provided to our Florida Blue-Health Options members.

In the upcoming months, you will begin receiving a monthly list of Florida Blue patients who may be overdue for their annual eye exam. We ask that you reach out to each member to request that they make their appointment for their annual eye exam. You will not need to obtain a referral for this exam.

# eye notes

FROM THE MEDICAL DIRECTOR



Florida Blue is working closely with their Primary Care Physicians and with their members to ensure that they are receiving the medically necessary preventive services with an eye care professional.



As you know, an annual Diabetic Retinal Exam (DRE) should be part of every diabetic patient's preventive care regimen. In addition, the DRE is a measurement tool used by the National Committee for Quality Assurance (NCQA) to determine if a managed care organization is meeting the health care needs of their member population.

Florida Blue is working closely with their Primary Care Physicians and with their members to ensure that they are receiving the preventive services with an eye care professional.

When your patient is in the office we ask that you perform a complete eye exam and document appropriate retinal eye examinations. Please also ensure that you submit a HIPAA 5010 Compliant Claim when billing for these services.

It is also extremely important that you document the results of your findings in the patient's chart including **"No evidence of diabetic retinopathy"**. In addition, a report of your findings should be communicated with the member's Primary Care Physician. We have added this as a **separate "diagnosis" (#36)** on the **EMI Report of Ophthalmic Consultation**.

The EMI **"Report of Ophthalmic Consultation"** is a simple template that you may use to communicate with the PCP. If you need a copy of this form or if you have any questions regarding this information, please contact your Provider Relations Representative, Marjorie Auguste, at (800) 595-9631 x 4536.

Please feel free to contact me on my cell at 954-559-8687 with any questions, concerns, or problems.

*With best regards,*

*Alan Silbert, M.D.  
Medical Director, EMI*



# 2016 Survey Results

We would like to thank everyone who participated in our 2016 Provider Satisfaction Survey and gave us valuable feedback. Your suggestions will help improve our services as well as your overall experience. We value your service and consideration; we look forward to continue serving you!

## Provider Relations Department



## Claims Department



## Utilization Management Department



Numbers of years in network  
**6+ years**

Against adding providers  
**Yes-31% No-69%**

Will continue with EMI  
**100%**

Overall satisfaction with network  
**100%**

## We're Just A Phone Call Or Click Away

If you have any changes to your practice, including demographic changes or provider additions/terminations, please notify your EMI Provider Relations Representative.

### Provider Relations Rep

Marjorie Auguste  
800-329-1152 x4536  
Fax: 305-614-0171  
AugusteM@eyemanagementinc.com

### Authorizations / Referral

800-329-1152 Option 1  
Fax: 305-614-0165  
Fax: 866-646-1772

### Claims

305-614-0133  
954-335-8130