

Purpose of this communication

The purpose of this communication is to notify providers of recent changes to the Florida Blue self-administered drug process and how it will impact new and existing authorizations.

What do I need to know?

- Effective immediately, CareCentrix will no longer coordinate or provide authorization for teach and train services for Florida Blue members receiving SQ Hizentra® and/or HyQvia®, which are currently part of the Florida Blue self-administration drug (SAD) listing.
- New referrals received for SQ Hizentra and/or HyQvia should be directed to Caremark at (866) 278-5108 or faxed to (800) 323-2445. For Federal Employee Program (FEP) members, refer to CVS Caremark Customer Care Representatives toll-free at 1-800-262-7890.
 - These services include drug, nursing, and supplies (per diem) associated with the infusion.
- Existing members on service for teach and train will be transitioned to the pharmacy vendor as soon as the teach and train visits are completed.

Is there anything else I need to know?

- If the member or caregiver is unable to self-administer, CareCentrix will coordinate the nursing care. Drug and supplies will continue to be coordinated through Caremark/CVS Caremark customer care as noted above.
- Please continue to follow the existing Bluecard process to determine if the impacted drugs should be coordinated through the medical or pharmacy benefit. Medical benefits are still coordinated for Florida Blue by CareCentrix.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management analyst for assistance.