![Florida Blue logo]

Availity Redesign Offers Better Online Experience
for Authorization/Referral Process

Over the last year, we worked with Availity[1] to redesign our authorization and referral process with process and screen enhancements that create a better online experience. Whether you are running authorization and referral inquiries, inpatient and outpatient authorizations, or new referrals, the experience is better.

As illustrated in the screenshot, the numbered steps assist users in moving through the process easier once patient data is entered and validated.

These enhancements have been activated for Commercial and Truli for Health and will go live for Florida Blue Medicare in the first quarter of 2021.

As part of this project, Availity upgraded its operating platform as groundwork for future development, new feature capabilities and improved process workflows.

New Inpatient/Out-Patient Authorization Screen

Old Screen

We plan to explore development of new capabilities such as medical records attachments for authorizations, electronic voluntary pre-determinations, electronic peer-to-peer reviews and more.

[1]Availity, LLC is a multi-payer joint venture company. For more information, visit availity.com.

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