

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	Authorizations & Referrals > Authorizations		New Inpatient/Out-Patient Authorization Screen			
enhancements have been			Give Feedback Go to Dashboard New F			
activated for Commercial and Truli for Health and will	1 Start an Authorization	2 Add Service Information		3 Rendering Provider/Facility	A Review and Sut	omit
go live for Florida Blue	Transaction Type Inpatient Authorization	Organization Florida Blue	Payer FLORIDA	g Payer Spaces ~ More ~ Authorizations	Old	Screen
Medicare in the first quarter of 2021.	PATIENT INFORMATION		R	* indicates a required field * Payer: ? * Transaction Type:	FLORIDA BLUE MEDICARE	
As part of this project, Availity upgraded its	Patient First Name		P	Organization: Request Information Member ID: ?	Florida Blue 🗸	
operating platform as groundwork for future	Patient Date of Birth		m	* Requesting Provider Type: * Select a Provider: ? * Specially / Taxonomy: ? * Requesting Provider Last Name: ?	Provider Facility Provider Not Listed	
development, new feature capabilities and improved	REQUESTING PROVIDER Select a Provider optional Select Provider	ø		* Requesting Provider First Name: * NPI: ? * Payer Assigned Provider ID: ? * Address ? Address 2: City: * State:	Select One	1 1 1
process workflows.				* ZIP Code:	Submit Clear	

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.

¹Availity, LLC is a multi-payer joint venture company. For more information, visit <u>availity.com</u>.

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