

Call Utilization Management When You Need Support

Remember to initiate admission certification, notification, and authorization requests electronically through Availity®1.

Florida Blue's Utilization Management (UM) department is available at 800-955-5692 between 8 a.m. – 6 p.m., ET, Monday – Friday, for times when the request cannot be completed electronically, you have questions about messages returned on your electronic request or you have questions about requirements.

UM nurses may provide information regarding other services and/or benefits for which the member is eligible such as a cost-effective alternative setting. As always, the choice of whether or not the member should use the alternate benefits is solely a decision for the member and their treating physician.

By offering alternate benefits, Florida Blue is not providing medical advice. Decisions involving medical advice are solely the responsibility of the treating physician.