

New Field in Availity Asks About Telehealth Services

We have enhanced the Availity^{®1} Provider Self-Service Tool with a new field that asks: “Do you offer telehealth/virtual care services?” This new virtual services field became active on September 21, 2022, and defaults to “no.” If you offer telehealth/virtual care services, please be sure to change the response to “yes” from the drop-down menu.

You may make this update at any time by selecting the “Access, Manage and Verify Your Record” function in Availity. This update can also be part of your quarterly profile update/attestation process. Instructions are listed below for easy reference.

What is Telehealth

The Centers for Medicare & Medicaid Services (CMS) defines telehealth as “professional consultations, office visits, and office psychiatry services through brief communication technology-based service/virtual check-in, remote evaluation of pre-recorded patient information and inter-professional internet consultation.”

Keep Your Profile Information Current

As a reminder, all providers, health care facilities, and suppliers must verify and update their profile information at least once a quarter, per federal legislation. Updating your profile will ensure you remain listed in online provider directories.

How do I update my profile information?

- Log in to availity.com and click on “Payer Spaces” located on the toolbar
- Select “Florida Blue Payer Space” (this applies even if you are a Truli for Health-participating health care provider)
- Select “Access, Manage and Verify Your Record”
- Select “Yes, I want to start the Directory Review”
- Authenticate using your Florida Blue ID number and corresponding Payee ID
 - Groups use their Group ID number and group Tax Identification Number (TIN)
- Choose “Update my Information” to start update

*Your profile can be updated by one or more people who have been assigned the administrator role for your practice or facility. Learn more about how to update your provider profile information [here](#).

Remember...

- If you offer telehealth/virtual care services, change the default selection to “yes” in the new field: Do you offer telehealth/virtual care services?
- Be sure your profile information is verified or current for all your providers and facilities before the end of each subsequent calendar quarter. Keeping it current for all your providers and facilities ensures this information will not be removed from our provider directories. It also makes sure your panel status is kept updated.
- If you are not using Availity today, we urge you to start using it now, so your provider information is always current. Visit availity.com and register to get started.
- Please share this information with your billing staff to ensure awareness.
- **Update your provider information now – it is simple and secure!**

¹Availity LLC is a multi-payer joint venture company. For more information or to register, visit availity.com.

Updating/Verifying Your Profile Information

Frequently Asked Questions

1) What if I am not registered with Availity?

You can register at [availity.com](https://www.availity.com) to begin the Florida Blue provider data attestation process. Even if you do not use Availity for other self-service tools, you may use it for purposes of attesting to the accuracy of provider information.

2) How often do I need to attest my provider data is accurate?

You must complete an attestation each calendar quarter – four times a year.

3) Why do you require providers to attest their profile data is accurate?

It is a federal legislation requirement for providers and facilities to remain listed in online provider directories. Florida Blue is required to comply with federal legislation. It also helps members know which providers are in network for their plans.

4) What happens if I do not attest each quarter?

Providers and facilities who do not complete an attestation of their profile data within each calendar quarter will be removed from our provider directories beginning the first day of the following quarter. Here is an example: Quarter 1: January 1— March 31. Attestation was not received from Dr. Jones by March 31. His profile information was removed from our provider directories on April 1.

5) If my information is removed from Florida Blue online provider directories, how do I have it restored?

Simply go to [availity.com](https://www.availity.com) and complete the steps for attesting your profile information is current. Provider information should appear in our directories again within 48 hours of your attestation.

6) Does this requirement apply to all health plans?

Federal legislation affecting provider data in online provider directories applies to all commercial health plans. It does not apply to Medicare health plans currently.

7) What if I need technical support with my attestation?

If you need technical support for verifying or updating your profile information, please call Availity at 1-800-282-4548.