

Verifying or Updating Your Provider Directory Profile Information Is Important

Did you know our online provider directories were viewed 9.1 million times in 2020? Keeping your profile information up to date helps our members find you when they search our directories for in-network providers and health care facilities.

Changes Are Coming

Effective Jan. 1, 2022, federal legislation will require all providers and health care facilities to *verify and update their profile information each quarter in order to remain listed in online provider directories*. Please make sure you update or confirm information is accurate for all your providers and/or health care facilities each calendar quarter. This process also ensures your panel status is updated. We will provide details about the 2022 online provider directory information requirements soon.

Instructions For Verifying or Updating Your Profile Information

To update or verify your information, you will need to be assigned the administrator role in Availity®¹. Additional users can also be assigned this role. You can learn more about this below under *Who Can Update My Profile?* Be sure to keep this information handy.

If you are not using Availity today, we strongly encourage you to do so to be ready for the 2022 provider directory information changes. Updating or confirming your information in Availity is **easy, fast and secure**.

Start the Directory Review to Verify or Update Your Profile:

- Log on at availity.com.
- Click on *Payer Spaces* located on the toolbar.
- Select *Florida Blue Payer Space* or, if you are a participating Truli for Health provider, you may select the *Truli for Health Payer Space*.
- Once there, select *Access, Manage and Verify Your Record*.
- Select *Yes, I want to start the Directory Review*.
- Authenticate using your provider ID number and the corresponding Payee ID.
- Groups use their group ID number and group tax identification number (TIN).
Note: If your claim payee ID is your social security number/TIN, select no.
- **Important:** Even if nothing has changed, access the form and check the *No Changes* box.

Complete the Review:

- Access the red highlighted sections (expand each red section).
- If you have other updates, please add them.
- Once completed, *choose Attest and Submit*.

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

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are independent licensees of the Blue Cross and Blue Shield Association. Florida Blue Medicare is an independent licensee of the Blue Cross and Blue Shield Association.

Stay Informed and Update Your Phone Number, Fax Number and Email Address:

- Access *Communication Preferences* Topic.
- Add an email address and select *Administrator* (as type).
- Update Preferred Communications (Phone Number and Email Address).
- Update Critical Communications (Phone Number, Email Address and Fax Number).
- Click the box, *I have reviewed and confirmed the above information*.
- Attest the information by entering the submitter's name.
- Click *Submit Form*.

Who Can Update My Profile?

Your profile can be updated by one or more people who have been assigned the administrator role for your practice or facility. Those in this role will be responsible for maintaining the accuracy of your profile. Register at availity.com and define your users (including yourself). Be sure to request the **Provider Data Management (720)** role for users to be responsible for maintaining your profile. This role assignment allows one to perform all functions (including provider data management). Note: **We protect your information with additional security** around viewing and updating your records.

Next Steps

- Make sure your profile information is verified or current for all your providers.
- If you are not using Availity today, please go to availity.com and sign up to get started.
- Look for more information about important provider directory changes in 2022. We will send details soon.

Questions?

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

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