

## New Options Help Manage Medical Records Requests

Medical record management processes are important to Florida Blue and we recognize our role in providing easy and cost-efficient methods to fulfill requests for attachments. To deliver on that objective, we continue to improve existing self-service tools through Availity<sup>1</sup>, while introducing new tools within Florida Blue to help you easily manage all medical record requests.

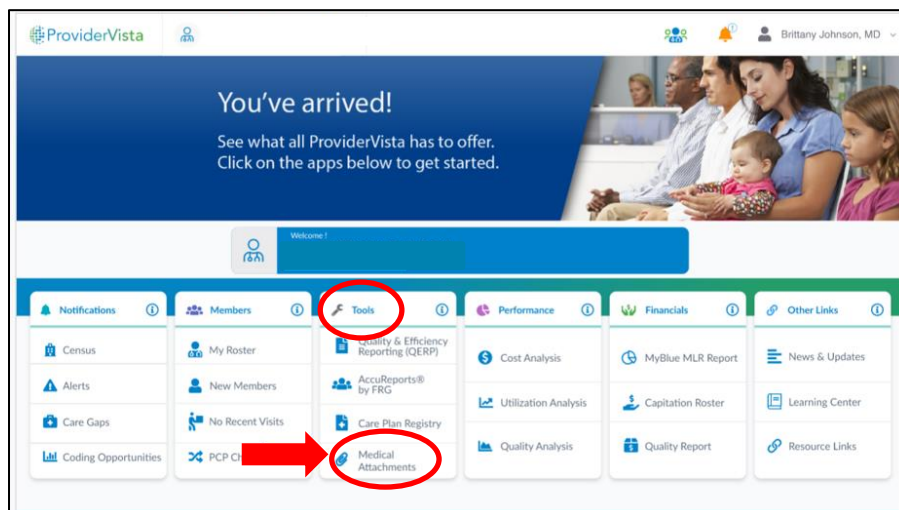
### About the ProviderVista Medical Attachment Tool

Starting in the third quarter, you will have the option of responding to medical records requests within the Florida Blue Provider Portal—where you go to manage your commercial and Medicare Florida Blue patient populations. ProviderVista, Florida Blue’s commercial platform, now allows you to review the inventory of medical records requests made by Florida Blue. This includes commercial and Medicare record requests sent via Availity, fax or mail, so you can efficiently respond to them in a single place.

Providers, groups and management companies with access to the portal can use the tool for requests associated with their practice or a related entity, such as a primary care provider (PCP) to a management service organization.

### How It Works

Inside of ProviderVista, select **Tools** on the landing page and then navigate to **Medical Attachments**.



Here, you can view an inventory of your pertinent attachment requests. Medical Attachments requests will have the vertical menu icon (:) at the end of the row with the patient’s information (name, ID number, date of birth, PCP, benefit plan, request ID, DOS, etc.). You can select this icon to send a record by using the **workflow wizard**.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. Visit [availity.com](http://availity.com) to register.

The workflow wizard will walk you through a series of steps with criteria relevant to satisfy a record request. Upload documents to support the information requested. Once the information is successfully submitted, the status will change to “Submitted.”

In addition to the ProviderVista option to manage medical record requests, Availity will continue to be a multi-payer option offered to you and will be enhanced to improve your records management experience.

Although ProviderVista and Availity both receive their update status from the same data source, ProviderVista has the capability to view Availity content, but Availity does not have the capability to view what is displayed in ProviderVista. We recommend starting and completing each record request in a single tool.

### About the Availity Medical Attachment Tool

The Availity Medical Attachment Tool lets you exchange required documentation electronically through a simple self-service portal application. The tool can save time, ensure proper routing and improve your overall administrative experience.

**All claims-processing requests initiated by Florida Blue will use the medical attachment tool.** This means we will use it to request medical records when needed to process claims and claim payments. This tool is also used by our Risk Adjustment Chart Procurement area to request medical records needed for data validation or general audits.

For information about using or registering for the medical attachment tool, go to [availity.com](http://availity.com); select **My Providers**, then **Enrollments Center** and finally **Medical Attachments Setup**.

### New Search Form Saves You Time

The new search form makes filtering patient data and information a breeze. You can now enter data in one or more fields in the enhanced search form, directly from the attachment dashboard. This helps you find specific attachment requests and narrow the number of records displayed in your work queue.

Click the **Open Search Form** button on the top-left of the attachments dashboard to open the attachments search form. You can search using any of the following:

- Patient First Name
- Patient Last Name
- Subscriber First Name
- Subscriber Last Name
- Subscriber Member Number
- Patient Account Number
- Claim Number
- Request Number
- Provider First Name
- Provider Last Name/Org Name
- LOINCs
- Provider NPI

A new export feature is now available on all medical attachments work queues so you can export requests to an excel/CSV file to efficiently manage data and respond to requests.

Another enhancement now available is the increase in the attachments request timeframe. The total number of days for a medical record request has been expanded in Availity from 45 days to 60 or 90 days, depending on the needs and timing to procure medical records for Medicare retrospective audits.

### Upcoming Availity Enhancements

Additional enhancements are in progress. We will share more information as the following enhancements are implemented.

- **Ability to send multiple records in bulk.** This will save you time.
- **Standard and automated LOINC code updates.** All 277 Medical Requests for additional information will contain valid, specific and active logical observation identifiers names and codes (LOINC). We will no longer use custom LOINC, and we will prevent possible confusion by ensuring you no longer receive expired LOINC.
- **Eliminate record requests confusion.** Previously, the source of the request may not have been clear causing confusion in some cases. You may have been asked for the same records even after you sent them in because a new request was issued by a different group. You will now see details indicating where the request is coming from (i.e. claims, audit).
- **Request optimization.** Process/automation will include the appropriate claim identifiers (account numbers, claim charges).

### Questions?

Please [click here](#) to read some frequently asked questions.