

Olive Technology Will Improve Authorization Process for Hip and Knee Surgeries

As previously shared, Magellan Healthcare no longer manages our hip and knee surgery utilization management (UM) program for commercial health plans. Florida Blue administers the program and manages pre-service review requests.

Starting **April 18, 2022**, we will use Olive (oliveai.com), a health care automation platform, to process your pre-service review requests and deliver a seamless provider experience.

Olive's artificial intelligence automatically reviews clinical forms and documents to provide immediate approvals when possible. Its technology allows for faster, more efficient processing of pre-service review requests, notifying you if an authorization is not needed. Any requests for additional reviews will be completed by Florida Blue's clinical team.

What This Means For You

- You will continue to initiate pre-service review requests for hip and knee surgeries from Florida Blue through Availity®¹ at availity.com as you do today.
- Starting April 18, click on the **Olive** name under **Applications** in the Florida Blue Payer Space at availity.com to start – or check on the status of – an authorization review request.
- If you already leverage Olive technology through your electronic health records (EHR) system, you will be able to submit requests and clinical documents directly through Olive at no additional cost. To learn about EHR-integration with Olive, including options for getting started, please [contact Olive](#) directly.

Reminders

- If you do not request a pre-service review for non-emergency hip and knee surgeries from Florida Blue, your claim may be denied if medical necessity criteria are not met.
- You may continue to appeal pre-service and post-service review decisions through Florida Blue's standard appeal process.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com. Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.

This hip and knee UM program applies to Florida Blue patients enrolled in the following commercial health plans:

- BlueCare® HMO (Health Options)
- myBlue HMO (Health Options)
- BlueSelect (BlueSelect)
- BlueOptionsSM (NetworkBlue)

For more information and a detailed list of procedures that are part of our hip and knee UM program, please refer to the Provider Manual at floridablue.com/providers and select **Manual for Physicians and Providers**. We will share additional details about this change soon.

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