

Updates to Availity Gateway Improve Processing Experience Effective September 17, 2022

We continue to make updates to the Availity^{®1} Gateway to support a more seamless processing experience and reduce claim holds. The latest changes will take effect on September 17, 2022.

The updates to the electronic claim edits will enable you and your trading partners to identify and resolve data issues before the claim enters our system. This will streamline the process and eliminate several other administrative steps.

If you are already including the data listed below in your claims, these edits may be transparent to you. If a claim does not pass the edits, you will receive a message on your Electronic Batch Report (EBR) with details on how to correctly submit the claim. **To further assist and prevent delays, we encourage you and your trading partner to ensure the following information is included on your electronic claims' submissions:**

Edit AP0215 message: "Place of Service submitted is inconsistent with the modifier(s) billed. Resubmit with the correct Place of Service."

- This edit applies to Professional claims.
- This edit will be triggered when the Place of Service billed on the claim is 11 (office) and it contains a service line with either modifier 95 or GT.
- Check loop/segment 2300 CLM05-1 for the Place of Service code.
- Rebill the claim electronically with the most appropriate Place of Service code.

If you are unable to remediate by using your EBR report, contact Availity at 1-800-282-4548.

For information on Telehealth billing and reimbursement, please refer to Virtual Visits section of the [Florida Blue Provider Manual](#). You can also find other POS details in a [bulletin](#) we shared earlier this year.

¹ Availity, LLC is a multi-payer joint venture company. Visit availity.com to register.