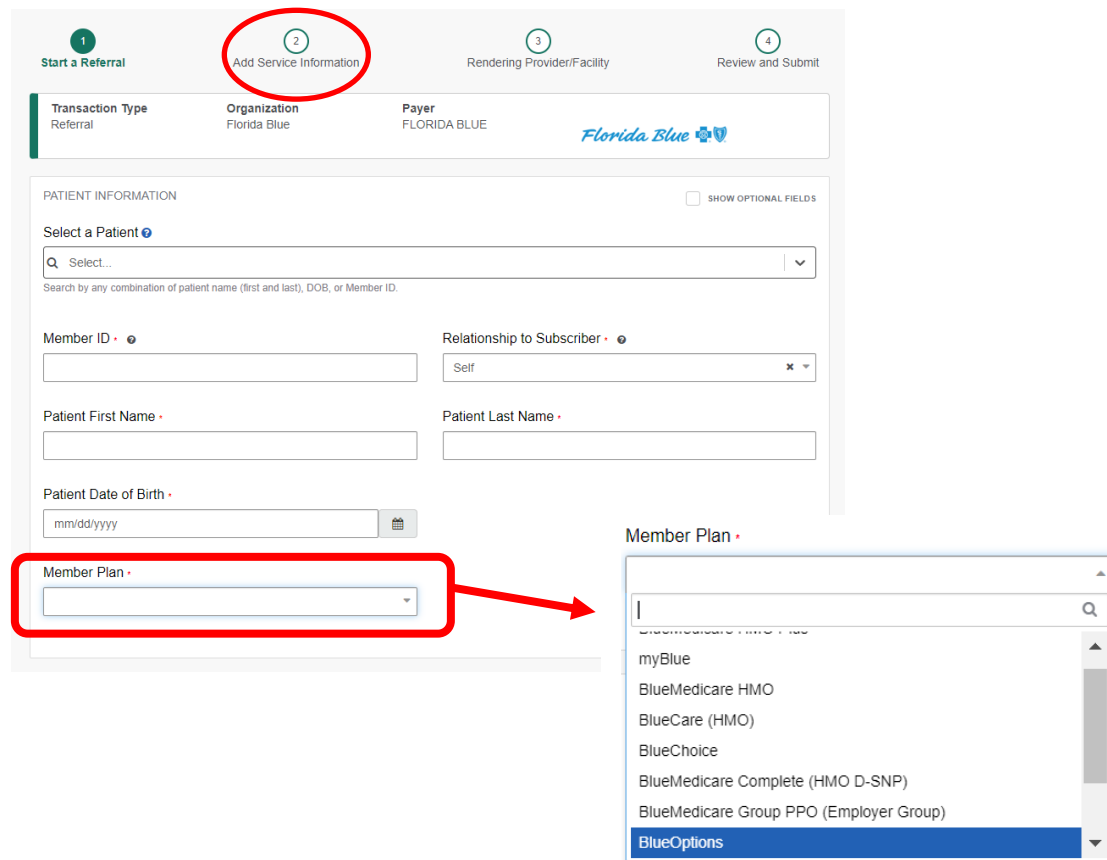


## Attention Primary Care Providers: Referral Search Results for Specialists Have Improved

An upgrade to our Enhanced Smart Referral search feature in Availity<sup>®1</sup>, which allows you to find participating specialists, now returns even more comprehensive results. These latest improvements are possible because the search feature now directly interfaces with our provider search engine (Online Provider Directory) to produce current information.

### What improvements were made?

**Additional Plans Listed in Drop Down:** While a referral is still required for members enrolled in myBlue and Florida Blue Medicare HMO plans, additional plans have been added in the member plan drop down. Originally, only myBlue, Blue Medicare HMO and Blue Medicare HMO Plus were listed. Some of the added member plans require no referrals and are listed to help when searching for participating providers. See the illustration below for these updates.



The screenshot shows a multi-step referral form. Step 2, 'Add Service Information', is circled in red. Below the step indicators, a summary bar shows 'Transaction Type: Referral', 'Organization: Florida Blue', and 'Payer: FLORIDA BLUE'. The 'PATIENT INFORMATION' section includes a search bar for patient selection, fields for Member ID, Relationship to Subscriber (set to 'Self'), Patient First Name, Patient Last Name, and Patient Date of Birth. A red box highlights the 'Member Plan' dropdown menu, which is open to show a list of plans: myBlue, BlueMedicare HMO, BlueCare (HMO), BlueChoice, BlueMedicare Complete (HMO D-SNP), BlueMedicare Group PPO (Employer Group), and BlueOptions (highlighted in blue).

**Specialty/Sub List:** The Specialty/Sub List, in Step 3 of the Referral, no longer requires a user to select a taxonomy code. They can now select by the Specialty name and code.

**Search Distance:** We have increased the accuracy and usability of the mileage criteria to allow providers to search beyond the original 10-mile radius. This now defaults to a 20-mile radius.

**New Mileage Selector:** We also added a new mileage selector to allow more flexibility in the specialist search tool. The range can be reduced or extended for results and overcomes any gaps experienced in the earlier version, especially for primary care offices located in rural zip code areas.

**Specialty/Sub List:** The PCP no longer needs to select by Taxonomy code, selections are by specialty code and name..

**Expanded view of the mileage drop down increments**

Specialty Code	Specialty Name
9	Allergist and Immunologist
26	Cardiologist / Cardiovascular Disease
34	Chiropractor
43	Colorectal Surgeon
71	Dermatologist
79	ENT - Otolaryngology, Rhinology
86	Endocrinologist
92	Gastroenterologist

20 miles  
5 miles  
10 miles  
20 miles  
50 miles  
100 miles

**More Specialists and Details Displayed:** Additionally, the new search results, can return up to 10 specialists. The search displays a pagination feature along with other helpful details including affiliated group name, language, taxonomy and telephone number.