



February 28, 2024

The provider bulletins and/or frequently asked questions (FAQs) summarized below include hyperlinks (Learn more>>) to full versions. Should you ever experience an issue with any of the hyperlinks, you may access all provider bulletins and FAQs at [FloridaBlue.com > for providers > news > bulletins-and-faqs](https://www.floridablue.com/providers/news/bulletins-and-faqs).

SPECIAL NEWS UPDATE

Self-Service Resources to Alleviate Recent Disruptions

Availity®¹ has published a self-service resource page for **both registered and unregistered users** to perform critical transactions such as Eligibility & Benefits and Claims Status transactions through the **Availity Essentials** portal. Providers who are not registered users can get guidance on how to register by clicking on the “resource page” link below. Availity Essentials Pro™ customers already have the ability to complete electronic transactions with Florida Blue via the Availity network.

In addition to registration guidance, the resource page includes a variety of training demos to get users up to speed with Availity Essentials.

The **Availity Lifeline** [resource page](#) will be continuously updated and includes:

- Directions to register on Availity Essentials
- Guidance on performing key transactions through Availity Essentials as an established registered user
- Training demos on sending and receiving transactions

Access to these demos requires users to register for Availity Essentials, login to the portal, and enable pop-ups.

For more information regarding Availity support, please call 1-800-Availity (1-800-282-4548).

Additional Reminders

Many providers have reached out regarding impacts associated with the recent cybersecurity incident. Florida Blue was not directly impacted by these recent events; hence our payment processing services were not affected.

Normal processes for critical functions related to admission notifications, referrals, utilization management, authorizations, and all other transactions remain in place and can be used as usual.

Availity.com provides multiple alternative solutions to assist providers with claim submission and remittance notifications as needed.

Thank you for your ongoing patience and the care you provide to your patients, our members. We will continue to provide important updates via *Blueemail*.

For additional background, please refer to the February 23, 2024 special edition of [Blueemail](#).

¹Availity, LLC is a multi-payer joint venture company. For more information, visit [availity.com](https://www.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.