



An Independent Licensee of the  
Blue Cross and Blue Shield Association

**July 2019**

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## **Use Availity for Authorizations and Referrals While We Upgrade our System July – August 2019**

Florida Blue is upgrading our existing authorizations system to better serve our members and providers. From July through the end of August, our staff will be engaged in intermittent training. This may result in longer wait times to speak to an associate.

Please consider using Availity, especially during this time frame, for your authorizations and referrals. We appreciate your understanding while we work to improve your authorization experience.