

Instructions for Updating Your Email in Availity

Florida Blue requires use of the Availity^{®1} Self-Service Tool to make provider information updates. Keeping this information current (especially email) ensures you will receive important news and information from us.

Before you can make any updates, you must first be registered with Availity. To **register**, go to availability.com, select Register, create a user name and password, and designate the administrator(s) who will be responsible for maintaining your Availity account profile. To assign your administrator(s), be sure to request the **Provider Data Management (720)** role.

Note: An email address needs to be added or updated for each contact type if applicable (i.e.: office manager, administrator, main office, physician, chief medical officer, etc.).

How to Update Your Email Address

1. Log into Availity at availability.com (must be the administrator for your Availity account)
 2. Select "Payer Spaces" > "Florida Blue Logo" > "Access, Manage and Verify"
 3. Select the option "No, I want to update my information without starting the Florida Blue Directory review" then select "Submit"
 4. Authenticate using your Florida Blue ID# and corresponding Payee ID
 - o Groups use Group/Organizational FB ID# and Group TIN
 5. Select "Update My Information"
 6. Once your record is displayed, select "Communication Preferences Topic"
 7. Select "Edit" if no contacts exist, otherwise click "Add Another Contact"
 8. Select "Communication Preference = Email"
 9. Select "Contact Type" to make updates (complete all steps for each contact type)
 10. Enter name of contact
 11. Select "Title" > enter email address > select "Save"
 12. Once saved, a check box will appear stating: "I have reviewed and confirmed all information supplied above is true and accurate;" click on the box and an attestation page will appear. Scroll down and attest to the information provided by clicking "Accept."
 13. Once you attest, enter the first and last name, then print the summary and/or **save** and close the window
 14. Click "Submit" to submit the transaction. A thank you message will appear verifying the request was successful.
- ❖ Complete all the steps above for each email contact type

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availability.com.