

## **BlueExpress Phone Line for Authorizations and Referrals to Retire September 1, 2019**

BlueExpress, our automated phone line used by some providers to request authorizations and referrals for their Florida Blue-covered patients, will be retired on **September 1, 2019**, and replaced by existing, more advanced electronic capabilities offered in Availity<sup>®1</sup>.

Although BlueExpress has been a useful provider tool, it has had its limitations. With the evolution of more progressive self-service authorization and referral solutions offered in Availity, we have seen a significant decline in overall usage of BlueExpress. More and more providers prefer to use Availity.

Using Availity for your authorizations and referrals is efficient, easy and saves time by allowing you to:

- Request both routine and non-routine authorizations
- Perform an inquiry to look up the current status of your requests and update, change service date or void authorizations if applicable
- Print a confirmation of your request/inquiry
- Choose and select your providers from the express entry drop down to pre-populate all the demographics and other required provider identifiers

If you currently use BlueExpress for your authorization and referral requests and inquiries, you should begin submitting your requests electronically at [availity.com](http://availity.com) as soon as possible so you may avoid unnecessary interruptions once BlueExpress is retired. If you do not have an Availity account, you can register on the [Availity website](#).

If you have an Availity account but are a new user, you'll need to be assigned as an administrator by your organization's designated Availity user/administrator (*Provider Data Management* [720]) so you may submit authorization/referral requests in Availity.

For details about our referral and authorization requirements, please refer to the [Manual for Physicians and Providers](#) at [floridablue.com](http://floridablue.com); select Providers > Tools & Resources > Provider Manual.