



March 25, 2020

SPECIAL ALERT

Florida Blue Transitions Claim Inquiries to Availity Self-Service to Prioritize Critical Calls During COVID-19

We understand you're experiencing longer-than-normal hold times during the coronavirus disease (COVID-19) pandemic. To help with this, we're prioritizing your most critical calls. This will ensure your patients, our members, continue to have access to care when they need it. Claim status inquiries will now be handled through the Availity^{®1} online self-service tools, including the Availity Secure Messaging Tool. [Learn more>>](#)

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

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