



An Independent Licensee of the
Blue Cross and Blue Shield Association

October 2018

Call Utilization Management When You Need Support

Remember to initiate admission certification, notification and authorization requests electronically through Availity^{®1}. You also may use the automated telephone system, Blue Express, or call our Utilization Management (UM) Department. We recommend you initiate each request electronically. In most cases, certification and authorization can take place at the time of the electronic transmission or telephone call if the medical information needed is available. You can initiate the request telephonically through Blue Express by calling 800-397-7337. Blue Express is available Monday–Saturday, 12 a.m.–11 p.m., Eastern Time, and Sunday, 12 a.m.–5 p.m.

Florida Blue's UM department is available at 800-955-5692 between 8 a.m.–6 p.m., Eastern time, Monday–Friday, when additional medical information is needed, the request cannot be completed electronically, you have questions about messages returned on your electronic request or you have questions about requirements.

UM nurses may provide information regarding other services and/or benefits for which the member is eligible such as a cost-effective alternative setting. As always, the choice of whether or not the member should use the alternate benefits is solely a decision for the member and his or her treating physician. By offering alternate benefits, Florida Blue is not providing medical advice. Decisions involving medical advice are solely the responsibility of the treating physician.

¹Availity, LLC is a multi-payer joint venture company. For more information, visit availity.com.
900-1978-1018