



An Independent Licensee of the
Blue Cross and Blue Shield Association

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Enhanced Fax Automation Capability Improves Processing Experience

We recently enhanced our fax automation capability to improve your experience when you need to fax us supporting information for authorization requests.

The enhanced capability allows us to conduct key word searches from your request, so we can retrieve and review your supporting information even faster. This includes reviews for urgent or expedited requests.

What You Need to Know

Remember to submit authorization requests through Availity^{®1} at availity.com. Below are tips for getting the best results from the enhanced fax cover sheet process if you need to send us supporting information.

1. When submitting your request via fax, you must include **your authorization number from Availity as the reference number** on the cover sheet. This requirement is for every fax, including Preservice, Concurrent Review and Appeals. Each time a fax request is sent, the **reference/authorization** number is required even if you have submitted a request previously for the same member.
2. If you receive a message in Availity saying your request is pended because additional information is needed, **be sure to include a fax cover sheet** along with your supporting documentation.
3. You can use **your own fax cover sheet or one provided by Florida Blue**.
4. To find **the writable Florida Blue fax cover sheet** online, go to floridablue.com> Providers> Forms. Click on *Preservice Fax Cover Sheet for Medical Records* (PDF). You can download the form to fill it out, or complete it online and save it to your system.
5. Continue to **use the fax number you normally use to send us supporting documents**.

If you haven't been using a fax cover sheet when sending us supporting information for authorization requests, we encourage you do so. Using a fax cover sheet will help your requests process even faster.

If you have any questions or issues with fax automation, help is a phone call away. The number to call is 800-955-5692.

¹Availity, LLC is a multi-payer joint venture company. For more information, visit availity.com.
900-4156-0919