

Enhanced Electronic Appeals Capability Improves Provider Experience

We have enhanced our appeals submission process to offer a more-efficient electronic capability available in November. You will now have access to more than 1,000 claim denial codes to help you file electronic appeals when necessary.

To prevent the need for appeals, you can continue to request authorizations and use appropriate coding to ensure claims are processed without any issues. However, in cases where appeals are necessary, the new enhancements should make electronic appeals more efficient than paper versions.

What You Need to Know

With the new capability, you have the flexibility of completing online forms and simply submitting appeals electronically with supporting documentation.

Submitting appeals electronically allows us to process appeals more efficiently, often giving you quicker decisions. As an example, clinical electronic appeal forms have medical necessity questions based on Florida Blue's Medical Policy. Answering these questions online allows you to share details needed for faster decisions, giving you a real-time determination in some cases. Forms are scored based on responses, and many claims that meet the medical necessity requirements will be approved automatically. These claims will be reprocessed for payment within seven to 10 business days.

Other Benefits for You

The administrative burden and expense of mailing and maintaining paper records are also reduced, providing you cost savings. Among other benefits worth noting:

- New denial codes have been added to the online capabilities, allowing most appeals to be submitted electronically
- You will receive a notification confirming receipt of the appeal and a reference number to track status, allowing you to monitor its progress
- You can obtain a real-time status of an appeal via the Passport portal
- Enhanced routing logic for electronic appeals ensures your appeal is routed to the correct team, reducing time to complete the appeal

Please note the online form capability is not available for Federal Employee Program (FEP) and BlueCard out-of-state claims.

To learn more about using the online appeals electronic capabilities, you can access training by clicking [here](#). Or, you can visit floridablue.com and click on Providers, Tools and Resources, Online Training. Scroll to find Online Tools and click on Electronic Appeals.