

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. These calls include eligibility and benefits (E&B), authorizations, referrals and contract inquiries. 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. While we understand that claim status is vital and equally important, we trust these changes will help you reach us more quickly for access to care and urgent situations such as E&B.

When Do I Begin Using the Availity Secure Messaging Tool?

You can begin using the Claim Status Inquiry tools, including the Availity Secure Messaging Tool, now. Beginning Monday, March 30, the claim status inquiries option will no longer be available when calling the Provider Contact Center at 800-727-2227. This will remain in effect until further notice.

How Do I Access and Use the Secure Messaging Tool?

For inquiries related to claim status, please use the self-service Claims Status Inquiry tools on [availity.com](https://www.availity.com). If you have a more complex issue related to your claim status questions, you can use the Availity Secure Messaging Tool. This allows you to send details of the issue associated with a claim. We'll review your inquiry and respond via this tool.

If you're already registered for Availity, go ahead and begin using the tools, including the Secure Messaging Tool. If you are not registered for Availity, please go to [availity.com](https://www.availity.com) and follow the registration steps.

The Availity Secure Messaging Tool is very intuitive and user friendly. However, if you need more training on how to use the messaging tool, click [here](#).

We appreciate your patience as we work together to get your Florida Blue patients the appropriate care they need.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](https://www.availity.com). Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.