Florida Blue

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Goodbye, CareCalc. Hello, Patient Cost Estimator!

It's official. CareCalc in Availity®[1] has been replaced by the new Patient Cost Estimator (PCE). This new tool on availity.com creates a more intuitive experience, making it easier for providers to calculate their Florida Blue patients' financial responsibility during office visits.

What's New
New features in PCE include:
- You can click and return to the Eligibility and Benefit screen instead of closing out the *Results* page.
- New fields include *National Drug Codes* and *Quantity*, where professional providers can add durable medical equipment and some injectable drugs.
- As you enter procedure codes, PCE automatically searches for the codes. Simply select the code you need from a drop-down list. After receiving results, you can edit your search without submitting a new query.
- If you don't know the procedure code, you can also search by description.
- Pre-populated drop-down lists for *Primary Diagnosis Codes* and *Place of Service* prevent invalid entries.

Future Enhancements
As we roll out the new PCE, a couple of CareCalc's features are not available now, but will be reintroduced in the coming year. These include:
- Create a Claim is replacing Real-Time Adjudication and will be available in the first quarter of 2020.
- Maintain Codes, which track a provider's five most used codes, is not available now but will be available in 2020.

Other new features are planned for 2020, and we will share those with you when they're available.

Learn More
Watch the PCE demo for more information. You can always find help by logging in to availity.com; choose *Help & Training | Find Help> Contents> Patient Cost Estimator*. This Provider Bulletin includes answers to frequently asked questions.

For technical assistance with PCE, call Availity client services at 800-AVAILITY (800-282-4548). For support with a PCE result, contact the Florida Blue Provider Contact Center at 800-727-2227.