

It's Hurricane Season

Remember to Accept the Member ID Card During Natural Disasters

Amid the coronavirus disease (COVID-19) pandemic, it's also now hurricane season. We're reminding you to accept ID cards from Florida Blue or other Blue Plan members during an emergency or natural disaster, like hurricanes, even if you're unable to communicate with Florida Blue. Here are a few general guidelines to remember if you're unable to follow normal business procedures.

Accept the Card Guidelines

1. Verify member eligibility and benefits electronically through Availity^{®1}.
2. If you can't verify member eligibility and benefits electronically, contact the Florida Blue Provider Contact Center at **800-727-2227**.
3. If you're unable to verify member eligibility and benefits electronically or by phone:
 - Accept a valid Florida Blue ID card and picture ID *or*
 - Accept a Florida Blue universal application, acknowledgement/acceptance letter and picture ID.
4. If you can't submit claims electronically:
 - Hold electronic claims for 14 calendar days or until service is restored.
 - If you convert electronic claims to paper claims, purge the electronic claims from your system to avoid duplicate claim submissions.

Authorizations

1. Authorizations and certifications can be entered and verified electronically through Availity.
2. If you're unable to verify or enter authorizations online, contact the Florida Blue utilization management center at **800-955-5692**.
3. During a national/statewide emergency or natural disaster, we'll continue to send you information on how to obtain authorizations.
4. Remember to contact Florida Blue for retroactive approval/authorization once the emergency situation is over.

Electronic Alternatives

Florida Blue has clinical tools that are available anytime from anywhere with internet access. To increase coordination of care and patient satisfaction during an emergency, physicians can use up-to-date online capabilities through Availity's

Patient Care Summary.

Patient Care Summary is a longitudinal care record that shows up to 24 months of your patients' medical claims history including diagnoses, procedures, prescriptions, lab results and laboratory services performed by all of their providers. Care reminders are also provided. You can access Availity at availity.com.