

Automated Fax Cover Sheet Updated

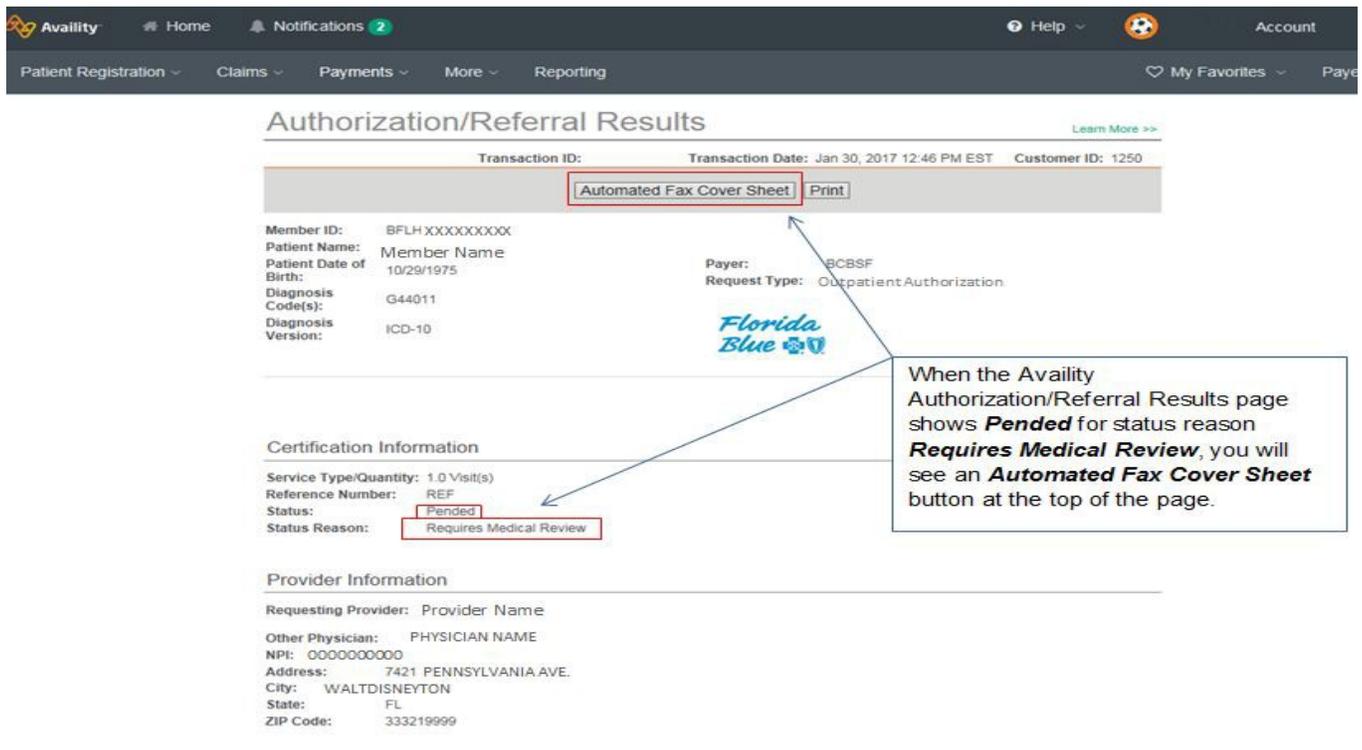
Starting **October 20, 2018**, you'll see a new message on the automated fax cover sheet that clarifies criteria for requesting an urgent/expedited authorization review. Under *Request Type* on the cover sheet, you'll see the following message: *"Expedited/Urgent requests that do not meet the criteria outlined below will be processed as a Standard request. This does not apply to Medicare, State Group or Federal Employee Program[®]."*

Important

- If your request does not meet urgent request criteria outlined on the cover sheet, the request will default to our standard non-automated procedure, which means it will take longer to process.
- Do not hand-write anything on the cover sheet such as "Urgent or Expedited." The system will not recognize the cover sheet and your request will default to our standard non-automated process.
- Your prepopulated cover sheet must be on top (or, inserted as the first page) of any documents you submit to us or your request will default to our standard non-automated review process.

How to Get an Automated Fax Cover Sheet in Availity

If you receive a "Requires Medical Review" message after entering a request for authorization in Availity^{®1}, it means we need more information before we can approve services for your patient. If you get this message, go to the Authorization/Referral Results Page in Availity. At the top of the screen, you will see a button called Automated Fax Cover Sheet. See the screen shot below.



The screenshot shows the Availity interface for "Authorization/Referral Results". At the top, there are navigation tabs for Patient Registration, Claims, Payments, More, and Reporting. The main content area displays transaction details: Transaction ID, Transaction Date (Jan 30, 2017 12:46 PM EST), and Customer ID (1250). A button labeled "Automated Fax Cover Sheet" is highlighted with a red box. Below this, member information is listed: Member ID (BFLHXXXXXXXX), Patient Name (Member Name), Patient Date of Birth (10/29/1975), Diagnosis Code(s) (G44011), and Diagnosis Version (ICD-10). Payer information shows BCBSF and Request Type as Outpatient Authorization. The Florida Blue logo is visible. Under "Certification Information", the Service Type/Quantity is 1.0 Visit(s), Reference Number is REF, Status is Pended (highlighted with a red box), and Status Reason is Requires Medical Review (highlighted with a red box). A callout box with arrows points to the "Automated Fax Cover Sheet" button and the "Requires Medical Review" status, containing the text: "When the Availity Authorization/Referral Results page shows **Pended** for status reason **Requires Medical Review**, you will see an **Automated Fax Cover Sheet** button at the top of the page." Below this is the "Provider Information" section, including the Requesting Provider Name, Other Physician Name, NPI, Address (7421 PENNSYLVANIA AVE, WALTDISNEYTON, FL 333219999), and ZIP Code.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com. 900-1287-0818

- When you click on the cover sheet button, you will receive a prepopulated fax cover sheet. The cover sheet is designed to be scanned so you can attach additional information electronically for pended authorization requests.
- Before sending an electronic fax or printing the cover sheet, be sure to enter your phone number and the fax number where you're sending the information before saving the data.

For details about using the cover sheet, please refer to the [**New Fax Cover Sheet Makes It Easier to Send Us Information**](#) bulletin on our provider website at floridablue.com > Providers (top of the page) > Tools & Resources > Important News > Bulletins & FAQs > Self-Service Tools.

Other Helpful Resources

- To find online certificates of medical necessity, go to floridablue.com, select [Medical & Pharmacy Policies and Guidelines](#), and then *Services That Require Preservice Review* under *What's New*.
- For information about obtaining authorizations, please visit the [Manual for Physicians and Providers](#) on our website at floridablue.com.