

## Improved Preservice Fax Cover Sheet for Sending us Information

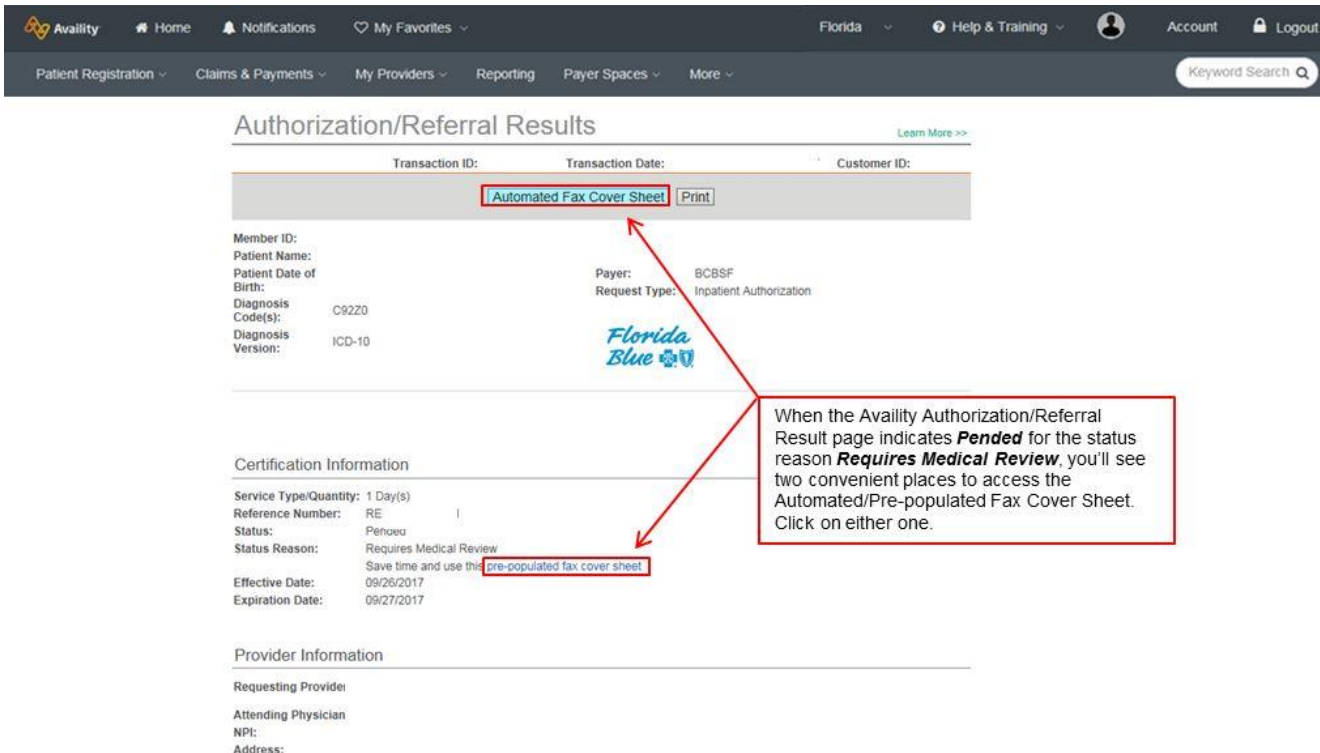
We've improved the preservice fax cover sheet used for authorization requests that are pending for medical review by Florida Blue. The fax cover sheet has been updated to automatically select the request type.

The preservice fax cover sheet, which is conveniently located in Availity<sup>®1</sup>, was updated in 2017 to populate information automatically, saving you administrative time and expediting medical reviews for authorization requests. Now it will also automatically update the request type as standard or expedited, and it's easier than ever to access.

### Accessing the Preservice Fax Cover Sheet through Availity

If you receive a *Requires Medical Review* message in Availity, it means we need additional medical records before we can authorize services for your patient. You'll need to use our Preservice Fax Cover Sheet to send us the needed medical records:

When the *Authorization/Referral Results* page shows *Pended*, you can access the *Automated or Pre-Populated Fax Cover Sheet* near the **top of the screen** or in the **middle of the screen**. Here are two screen shots with details:



The screenshot displays the Availity interface for 'Authorization/Referral Results'. At the top, there are navigation tabs like 'Home', 'Notifications', and 'My Favorites'. Below the header, there are search and filter options. The main content area is divided into sections: 'Transaction Information', 'Member Information', 'Certification Information', and 'Provider Information'. In the 'Transaction Information' section, a link for 'Automated Fax Cover Sheet' is highlighted with a red box. In the 'Certification Information' section, a link for 'pre-populated fax cover sheet' is also highlighted with a red box. A red arrow points from a text box to both of these links.

When the Availity Authorization/Referral Result page indicates **Pended** for the status reason **Requires Medical Review**, you'll see two convenient places to access the Automated/Pre-populated Fax Cover Sheet. Click on either one.

(continued next page)

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](http://availity.com).  
900-1172-0118

**Step #1**

Automated Fax Cover Sheet

After opening the Fax form, add your phone and fax numbers before saving the form.

You'll see this hover message when your cursor touches the button for the Automated Fax Cover Sheet.

When you click on either the Automated/Pre-Populated Fax Cover Sheet button at the top OR click on the link to the Pre-populated Fax Cover Sheet in the middle of the screen, the yellow bordered box below will pop-up across the bottom of your screen.

**Step #2**

To get the Automated Pre-populated Fax Cover Sheet, click on OPEN.

You'll see this new hover message when your cursor touches the link to the pre-populated fax cover sheet.

Submit this cover sheet for timely and efficient processing of your medical records for this authorization

Do you want to open or save **florida-blue-attachments-fax-cover-sheet.pdf** from **qa-apps.availity.com**?

**Note:** If you do not access the preservice fax cover sheet at the time the authorization response shows *Pended*, you can do an *Authorization/Inquiry* later on the same authorization to access the Automated Fax Cover Sheet button.

## Using the Preservice Fax Cover Sheet

- The pre-populated preservice fax cover sheet is designed to be optically scanned so you can electronically provide medical record information needed for pended authorization requests.
- All you'll need to enter into the cover sheet is your phone number and fax number. The rest of the information is automatically populated for you.
- You'll no longer have to click on a drop-down box to select standard or expedited as the request type. It will be automatically selected based on information previously provided.
- Save the data for a digital fax or to print it.

(continued next page)

## Important Tips for Faxing a Cover Sheet Digitally

- **Be sure the cover sheet is the *first page*.** If you fax a digital copy, the fax cover sheet ***must be inserted as the first page before any other documents, or the scanning system will not be able to read it.*** If another document is inserted as the first page, your request will default to the standard precertification fax number and your review may take longer.
- **Be sure the authorization or reference number on the cover sheet is correct.** This is very important. If the number isn't correct, a review of the authorization request could be delayed.
- **Do not fill out the automated fax cover sheet by hand.** The scanning system cannot recognize data that is written by hand.

## Tips for Faxing a Paper Cover Sheet

- After saving the data, click on the "Print" button to get a copy of your pre-populated fax cover sheet.
- **Important:** Be sure the cover sheet *is placed on top of any medical records or other information that you plan to fax to us.* If another document is the first page, your fax will go through the standard precertification system, and your review may take longer.
- Be sure the authorization or reference number on the cover sheet is correct. This is very important. If the number is not right, a review of the authorization request could be delayed.
- If you don't print the fax cover sheet right away when you receive a *Requires Medical Review* message, you can do an *Authorization/Inquiry* later in Availity to access the Automated Fax Cover Sheet button.

**Note:** If you are not able to register with Availity, a manual version of the preservice fax cover sheet is available at [floridablue.com](http://floridablue.com): Providers > Tools & Resources > Forms > Physician & Provider Forms > [Preservice Fax Cover Sheet for Medical Records](#). **Note:** This version of the fax cover sheet is not pre-populated; the automated version is located only on [availity.com](http://availity.com).

If you haven't registered on [availity.com](http://availity.com), it's easy to do! Go to [availity.com](http://availity.com), click on *Register* in the orange box and follow the prompts.

## Other Resources

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

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](http://availity.com).