Improved Preservice Fax Cover Sheet for Sending us Information

We’ve improved the preservice fax cover sheet used for authorization requests that are pended 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®, 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:

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

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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 flordablue.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.

If you haven’t registered on availity.com, it’s easy to do! Go to availity.com, click on Register in the orange box and follow the prompts.

**Other Resources**

- To find certificates of medical necessity online, go to flordablue.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 flordablue.com.

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