

## Good News: Florida Blue Resumes Normal Operations of Provider Contact Center

We are excited to announce we are reopening our phone lines to accept calls to the Provider Contact Center effective Oct. 1, 2020. Thank you for your patience while we implemented some necessary changes to our call center earlier this year to handle the volume of inquiries related to the COVID-19 pandemic. We are now ready to resume normal operations.

Our Provider Contact Center can be reached at 800-727-2227. Representatives are available to answer your calls from 8 a.m. to 6 p.m. Monday through Thursday and from 9 a.m. to 6 p.m. Friday.

### What You Need to Know

- Prior to contacting the Provider Contact Center via phone, you will still be **required to first obtain a FastPath transaction ID through Availity<sup>®1</sup>** for eligibility & benefits and claim status inquiries.
- You may continue to use the Availity Secure Messaging Tool for claim status inquiries. We will continue working diligently to respond to all messages as quickly as possible.
- Please **do not** use both the Availity Secure Messaging Tool and the Provider Contact Center to submit the same request. This will cause unnecessary delays. Only use one option, whichever option you prefer to contact us.
- If you plan to call the Provider Contact Center regarding aged claims (over 24 months) or those claims that have not generated a claim number in our system, you will be unable to obtain a FastPath transaction ID through Availity. If that is the case, please notify our representative when calling the Provider Contact Center.

We continue to work on enhancements to make your experience with us much more efficient and effective. We appreciate your support as we work together to ensure your patients, our members, receive the best care possible. Thank you for the services and care you provide every day.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](https://www.availity.com). Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.