



An Independent Licensee of the  
Blue Cross and Blue Shield Association

**August 2018**

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## Referral Issue Corrected

From **August 18 to August 22, 2018**, Florida Blue received some referral requests without a procedure code and required quantity (visits/units) information when providers used Express Entry to complete referred-to-provider information in the *Provider Performing the Services* section of Availity<sup>®1</sup>. This issue occurred after an unrelated enhancement was implemented in Availity on August 18, 2018. During this time, procedure code 99211 (office visit) was assigned as a default procedure code along with one unit so affected referrals would process.

This issue was fixed on August 22, 2018. We will adjust all affected referral requests to allow six (6) units to ensure there are no claim processing impacts. Please note that you do not need to request a procedure code change for affected referrals. If more than six units apply to a claim, then providers can submit a second referral for the number of units over six units.

For details about Florida Blue's referral and authorization requirements, please refer to the [Manual for Physicians and Providers](#) on our website at [floridablue.com](http://floridablue.com).

We apologize for any inconvenience, and thank you for your patience.

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