Tips for Using Availity Fast Path Codes

For fast service, you should always use Availity¹ to verify eligibility and benefits and obtain authorizations for your Florida Blue patients. When you use our self-service tools through Availity, you can quickly get and check your requests electronically.

Fast Path Codes
Sometimes you may need to speak with us about authorizations or eligibility and benefits for your Florida Blue patients. That’s why we created a priority process that uses an Availity transaction ID. When you use Availity self-service tools for eligibility and benefits and authorizations and referrals, you will receive an ID number that we call a fast path code. A fast path code gives you quick access to a customer service representative when you need to speak with us.

Tips for Using Fast Path Codes
You should always use our self-service tools through Availity first. However, when you need to call us, here are a few tips for using fast path codes so you get to the right customer service area.

- If you need to speak with us about an authorization for your patient, you should always call our Utilization Management area at (800) 955-5692. Be sure to have your fast path code available. If you call the general provider call center number and use an authorization fast path code, the phone system will not recognize it.
- Be sure to enter the right digits. If you don’t key a fast path code correctly, it won’t be recognized by our phone system, and you’ll experience delays in speaking with us.
- If you have problems using a fast path code, be sure to let the Florida Blue representative who answers your call know about the issue so they can help you.

More Information
You can find more information about our self-service tools, including fast path codes, in the Manual for Physicians and Providers on our website at floridablue.com.

¹Availity LLC is a multi-payer joint venture company. For more information or to register, visit Availity’s website at Availity.com.
900-2951-0117