

## Remember to Use Availity to Request Authorizations and Referrals

When you need to request an authorization or referral for your Florida Blue patients, remember to submit your requests electronically through Availity<sup>®1</sup> at [availity.com](http://availity.com). This is the fastest and most efficient way to get your request processed. For details about our utilization management programs, including how to submit authorization and referral requests electronically, please refer to the *Manual for Physicians and Providers* on our website at [floridablue.com](http://floridablue.com); select Providers (top of the page), Tools & Resources, and then Provider Manual.

### When You Need to Call Us About Authorizations

When you use Availity self-service tools for authorizations and referrals, you'll receive a transaction ID number that we call a *fast path code*. There may be times when you need to speak with our Utilization Management (UM) area about an authorization request. Be sure to have the fast path code available for quick access to a representative.

- If you call our UM area, be sure to listen carefully to the prompts. Starting January 11, 2018, certain prompt messages will change.
- It's important that you choose the right menu option for your question or situation. You can always press "0" to go back to the main menu and make another selection.
- Important: Do not leave a voice message about an authorization or referral request under a UM prompt that does not match your request or there will be a delay in getting a timely response.

These changes do not affect the general Provider Contact Center or Network Management Service Unit call centers.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity at [availity.com](http://availity.com).  
900-1226-1217