

## Check Eligibility and Benefits First on Availity before Calling Provider Contact Center

Your time is valuable. That's why we offer self-service tools on [availity.com](https://availity.com). These tools help you get the information you need without having to pick up the phone for a provider service agent.

### What You Need to Know

Providers now need an Availity<sup>®1</sup> Member Transaction ID when calling the Provider Contact Center. This ID is generated when you access *Eligibility and Benefits* on [availity.com](https://availity.com). In most cases, you'll be able to get the information you need from the *Eligibility and Benefits* self-service tool. If, after using the self-service tool, you need additional help, please call the Provider Contact Center. You'll need the Availity Transaction ID to reach a provider service agent. We're here ready to help you.

If you're already registered for Availity, go ahead and begin using the *Eligibility and Benefits* tool. If you're not registered for Availity, please go to [availity.com](https://availity.com) and follow the registration steps.

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