We’re Streamlining Overpayment Resolution for You

We’re working with Availity®¹ to make it easier to manage overpayments made to you. Soon you’ll be able to view, dispute and resolve the status and details of all overpayment claims. The application is being rolled out in phases beginning November 16, 2019, to make sure we can provide you with support as it is introduced. All providers should have access by the end of 2020.

What You Can Expect
This new application will handle all phases of overpayments from inquiries and disputes to final resolution. You’ll be able to upload, retrieve and review documents submitted by you or Florida Blue.

Features include:
- Real-time reporting with data that’s compatible with Excel and can be exported to CSV files,
- A message function that will save time by keeping you out of a phone queue, and
- Storage of all data, documents, comments and user actions with a permanent audit trail.

Next Steps
We’ll notify you when it’s time for this new application to be rolled out to you. In the meantime, you can learn more at availity.com. Just log in to your account, click on Help & Training >> Get Trained >> Search catalog for Availity Overpayments – Training Demo, or click here.

You can also review Availity’s flier about the new application.

¹Availity, LLC is a multi-payer joint venture company. For more information, visit availity.com.

900-4398-1119
Florida Blue providers can now use the Availity Overpayments application to view, dispute, and resolve the status and details of any claims where Florida Blue has identified an overpayment.

**Key Features**

- **End-to-end Processing** - Inquire, dispute or resolve overpayments.
- **Document Management** - Attach, retrieve and review documents submitted by both payer and provider.
- **On-line Messaging** - Ditch the phone queue and use in-app messaging.
- **Inventory Management** - Search, filter, and sort capabilities with a user-friendly interface that shows the number of overpayments and dollar value for each specific status.
- **Real-time Reporting** - Export overpayments and summary data to a CSV file for easy compatibility with Excel.
- **Record Retention** - Access all data, documents and user actions from storage and a permanent audit trail.

**Setup is simple**

To start using Overpayments, a provider needs to assign the Claims Status role to the overpayment recovery users associated to their organization. Additionally, there must be an agreement to work a payer’s overpayment inventory electronically.

Important! To get your overpayment inventory loaded by Florida Blue, you must notify your Overpayment Recovery Specialist and provide your organization’s Availity Customer ID and applicable Florida Blue numbers. Florida Blue will then follow up with next steps so you can begin using the application.

**Get started**

- Log in at [Availity.com](http://Availity.com)
- Click [Claims & Payments](http://Availity.com/Claims%20-%20Payments), and then [Overpayments](http://Availity.com/Overpayments).

**Learn more**

- Click [Watch a demo for Overpayments](http://Availity.com/Overpayments) on the Overpayments page.
- Click [Help & Training | Find Help](http://Availity.com/Help%20-%20Training) and then open [Overpayments](http://Availity.com/Overpayments).