

Verify or Update Your Profile Information to Stay in Our Online Provider Directories

Federal legislation* that became effective January 1, 2022, requires all providers and health care facilities to verify and update their profile information **each quarter** in order to remain listed in online provider directories. Keeping your profile information up to date helps our members find you when they search our directories for in-network providers and health care facilities.

Please Act Now

If you do not update or confirm information is accurate for all your providers and health care facilities, your provider information will be **removed from our online directories starting April 1, 2022**, as required by federal legislation. This is a quarterly requirement, even if your provider information has not changed.

Updating Your Information Is Easy, Secure and Fast!

You can complete the process for yourself or on behalf of your group. To update or verify your information, you will need to be assigned the administrator role in Availity®¹. Additional users can also be assigned this role. You can learn more about this below, under **Who Can Update My Profile?** Be sure to keep this information handy.

If you are not using Availity today, we strongly encourage you to start using it now so you can easily make provider directory information changes.

Start the Directory Review to Verify or Update Your Profile:

- Log on at availity.com.
- Click on Payer Spaces located on the toolbar.
- Select Florida Blue Payer Space. This applies even if you are a participating Truli for Health provider.
- Once there, select **Access, Manage and Verify Your Record**.
- Select **Yes, I want to start the Directory Review**.
- Authenticate using your provider ID number and the corresponding Payee ID.
- Groups use their group ID number and group tax identification number (TIN).
Note: If your claim payee ID is your social security number/TIN, select no.
- **Important:** Even if nothing has changed, access the form and check the **No Changes** box.

Complete the Review:

- Access the red highlighted sections (expand each red section).
- If you have other updates, please add them.
- Once completed, choose **Attest and Submit**.

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

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are independent licensees of the Blue Cross and Blue Shield Association. Florida Blue Medicare is an independent licensee of the Blue Cross and Blue Shield Association.

Stay Informed and Update Your Phone Number, Fax Number and Email Address:

- Access **Communication Preferences** Topic.
- Add an email address and select **Administrator** (as type).
- Update Preferred Communications (Phone Number and Email Address).
- Update Critical Communications (Phone Number, Email Address and Fax Number).
- Click the box, **I have reviewed and confirmed the above information.**
- Attest the information by entering the submitter's name.
- Click **Submit Form.**

Who Can Update My Profile?

Your profile can be updated by one or more people who have been assigned the administrator role for your practice or facility. Those in this role will be responsible for maintaining the accuracy of your profile. Register at availity.com and define your users (including yourself). Be sure to request the **Provider Data Management (720)** role for users to be responsible for maintaining your profile. This role assignment allows one to perform all functions (including provider data management). Note: **We protect your information with additional security** around viewing and updating your records.

Reminders

- Make sure your profile information is verified or current for all your providers and facilities before April 1, 2022, and before the end of each subsequent calendar quarter.
- If you are not using Availity today, please go to availity.com and register now to get started.

Questions?

Review the following FAQs for more information. If you need technical support for verifying or updating your profile information, please call Availity at 800-282-4548.

*HR. 133 Consolidated Appropriations Act, 2021, Section 116, Provider Directories

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Questions and Answers

Updating or Verifying Your Profile Information

Make sure your profile information is current for all your providers and facilities, so they will not be removed from our online provider directories. Keeping your profile information current also ensures your panel status is updated.

What if I am not registered with Availity?

Register at [availity.com](https://www.availity.com) to begin the Florida Blue provider data attestation process. Availity can be used to attest provider information only even if you do not use it for other services.

How often do I need to attest my provider data is accurate?

Florida Blue uses calendar quarters. This means you must complete an attestation each calendar quarter – four times a year.

Why do you require providers to attest their profile data is accurate?

It is a federal legislation requirement for providers and facilities to remain listed in online provider directories. Florida Blue is required to comply with federal legislation. It also helps members know which providers are in network for their plans.

What happens if I do not attest each quarter?

Providers and facilities who do not complete an attestation of their profile data within each calendar quarter will be removed from our provider directories beginning the first day of the following quarter. Here is an example:

Quarter 1: January 1 - March 31

Attestation was not received from Dr. ABC by March 31. His profile information will be removed from our provider directories on April 1.

If my information is removed from Florida Blue online provider directories, what do I need to do to be added back to the directories?

Simply go to [availity.com](https://www.availity.com) and complete the steps for attesting your profile information is current. Provider information should appear in our directories again within 48 hours of your attestation.

Does this apply to all health plans?

Federal legislation affecting provider data in online provider directories applies to all commercial health plans. It does not apply to Medicare health plans at this time.

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Does the attestation requirement for profile information apply only to physicians?

No. It applies to all providers and facilities.

What if I need technical support with my attestation?

If you need technical support for verifying or updating your profile information, please call Availity at 800-282-4548.

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