

## Records Requests and Medical Attachment Tools Q&A

The following Q&A addresses common questions regarding medical attachment tools available to Florida Blue providers.

### Will ProviderVista's Medical Attachment Tool replace Availity®<sup>1</sup>?

No. The Medical Attachment Tool on ProviderVista does not replace Availity's tool. You now have multiple options to manage your medical record inventory.

You can continue to access ProviderVista through your single sign-on credentials used to log in to Availity. Availity will continue to be your tool for the traditional transactional functions you perform today. ProviderVista is accessed by selecting the Florida Blue Payer Space within Availity and selecting Provider Portal.

### How do I access the ProviderVista Medical Attachment Tool?

- ProviderVista is found in Availity. Availity credentials are used to give you access to ProviderVista in the Florida Blue Payer Space. Your Availity administrator or Practice Access Administrator (PAA) grants access to ProviderVista the same way they grant access to other functions in Availity. They do this by checking the Provider Portal box in the user's profile.
- Once access is granted, the user will see the Provider Portal tile when they navigate to the Florida Blue Payer Space landing page. Remember, Availity offers a course for PAAs. This course can be found in the Availity Learning Center.
- If your PAA does not see a box for the Provider Portal application, contact Florida Blue at 800-727-2227 and listen for the prompt for ProviderVista. You can also contact Availity at 800-282-4548 and request access to ProviderVista. Have your tax ID number available when you call. Once your organization has been enabled, your PAA can grant access to individual users as described above.

### What is the difference between the two tools?

The main difference is that the ProviderVista tool allows you to manage medical record requests sent via mail, fax and electronically by Availity. Availity displays requests sent by Availity. There is also a difference in file size. In Availity you can submit 10mb per file, and a maximum of 50mb total. In ProviderVista, you can submit 50mb per file, up to a maximum of 100mb total. Please note for both tools, only records for solicited requests can be submitted.

### Can I start a request in Availity and complete it in ProviderVista or vice versa?

Although ProviderVista and Availity both receive their update status from the same data source, ProviderVista has the capability to view Availity content, but Availity does not have the capability to view what is displayed in ProviderVista. We recommend starting and completing each record request in a single tool.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. Visit [availity.com](http://availity.com) to register.