

Availity Gateway Updates to Improve Processing Experience Changes Effective April 10, 2024

Florida Blue continues to update the Availity^{®1} Gateway to support enhanced claims processing. A new electronic edit for claims containing multiple places of service was added, effective April 10, 2024.

This edit enables you and your trading partners to identify and resolve data issues before a claim enters our system. This eliminates the need for several other administrative activities and may result in claim hold decreases.

Important Reminders

When a claim is rejected, an edit message will appear on the Electronic Batch Report (EBR) detailing how to correctly submit the claim. **To prevent delays, we encourage you and your trading partner to ensure the following information is included on your electronic claim submissions.**

Edit C450P message: “Line level place of service (loop 2400, SV105) is different from the place of service submitted in the CLM05-1 segment.”

- This edit applies only to Professional claims.
- This edit is triggered when a place of service code received on the service line (2400 SV105) is different from the place of service at the claim level (2300 CLM05-1).
- Rebill the claim electronically without the line level place of service code.

If you are unable to remediate by using your EBR report, please call Availity at 1-800-282-4548.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [Availity.com](https://www.availity.com).