Important Availity Security Updates

Florida Blue and Truli for Health are committed to the safety and security of health care information. Availity, our sponsored provider portal vendor, is initiating several security changes designed to enhance the protection of the information on provider organizations' accounts. These changes may impact some Availity Essentials™ users in your organization. This communication is intended to alert you of these changes and any action that may be required. The changes required include:

- **Making sure the Primary Administrator for your Essentials Organization is up to date, active, and performing quarterly access reviews of your full user population.**
  - Assigned primary admins can be found in the Manage My Organization section in the Essentials Portal.
- **Accepting Availity's updated Organizational Access Agreement (OAA)**
  - Your organization is required to accept Availity's updated OAA.
  - To complete this process, the Primary Administrator for your organization must log in to Essentials and accept this agreement.
  - Availity has begun notifying Primary Administrators of this change through email and Essentials notifications. This change will deploy in phases across their network, so Primary Administrators may be notified at different times.
- **Completing enhanced identity proofing process**
  - Availity is requiring Essentials Organization Primary Administrators to complete an enhanced identity proofing process.
  - This process will deploy in 2025.
  - This ID proofing consists of a few steps that users must complete using a cell phone or computer camera. For most users, this involves taking a picture of the front and back of their government/state-issued ID, followed by a selfie.
  - Availity will notify affected Primary Administrators and provide training on the tool at that time.

These security initiatives are a condition of using Availity's platform and exceptions will not be permitted. We ask that you take the necessary steps within the timelines requested by Availity.

For additional questions, troubleshooting, and support, please reach out to Availity directly:
- Login to your Availity account at https://apps.availity.com/.
- Select 'Help & Training,' then 'Availity Support' in the upper right-hand portion of the screen. Select 'Contact Support' at the top of the screen.
- From there you have the option to open a support case or chat with an available agent.

Thank you for your support as we all work towards a safer, more cyber-secure health care system.

119734 0924