


Communication is Key Provider Portal Delivers Customized Messaging to Your Communications Center Inbox

Florida Blue’s Provider Portal (GuideWell Provider Portal) offers many capabilities essential for managing your Florida Blue and Truli for Health (Truli) patients’ health care and rosters. The portal integrates the **ProviderVista** and **Provider Link™** platforms, to help you manage your patients with Florida Blue commercial and Medicare plans, respectively. Among the portal’s many features, are some information sharing tools which we outline below.

Communications Center (1):

The Portal’s Communications Center is your primary incoming communications tool (or “inbox”) for important news and information. New communications *specifically for you* are delivered to your Communications Center inbox. When this occurs, you will see an alert in the right corner or your dashboard (1): 

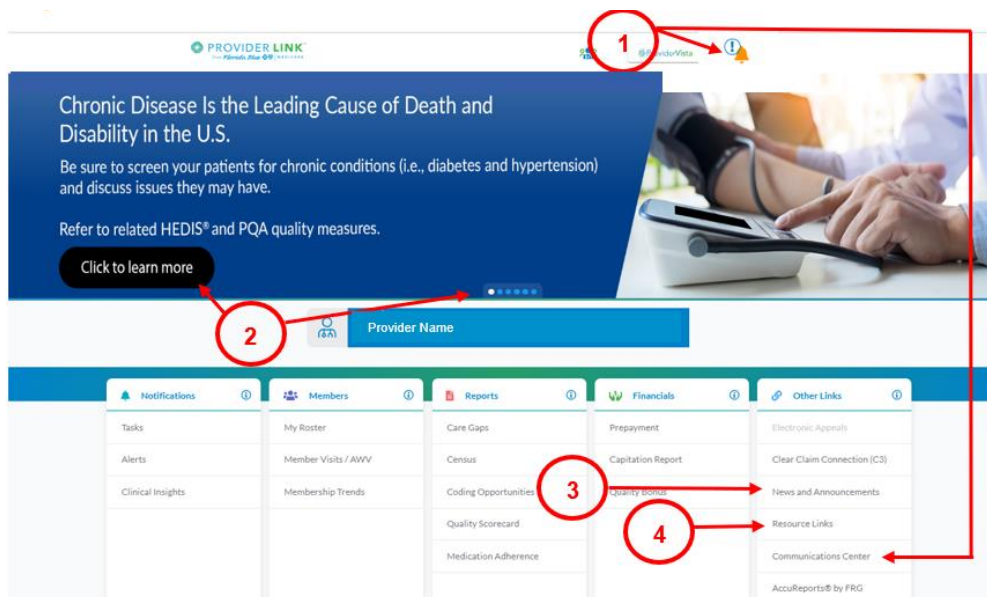
This alert lets you know “you’ve got mail.” Click on the icon to be directed to your Communications Center inbox. These messages are **usually customized for your use only** which is why it is vital to remember to access these messages regularly.

In addition to the Communications Center, we encourage you to visit other sections of the portal regularly. The image below shows areas to access for communications on many topics, including operations, quality initiatives, bonus programs, updates to guidelines and policies. These are all located in the *Other Links* section of your dashboard.

Portal Message Banners (2): These important reminders are located at the top of your dashboard and are designed to announce key changes or updates to processes, compliance reminders, and highlight information you may have missed elsewhere.

News and Announcements (3): This area includes an archive of our *Bluemail* publications which are also emailed to the email address you have provided to Florida Blue. *Bluemail* is sent every two weeks with the subject **Bluemail – Important News for Florida Blue Providers** – unless you have opted out.

Resource Links (4): This is intended to house important, frequently used resources such as the Portal’s user guides and many other helpful resources.



Remember to **check regularly for important communications from Florida Blue in the locations listed above**. We look forward to continuing to provide you with key information and news in the Provider Portal.

Get Started in the Provider Portal

The Provider Portal is in the Florida Blue Payer Space in Availity Essentials. We recommend using Google Chrome for the best results. Your Availity administrator can grant access to the Portal by checking the Provider Portal role in your user profile. Once access is granted, sign in to [Availity.com](https://www.availity.com) with your existing username and password to get started.