

Update: Attention Passport Users Passport is Retiring Its Tools will Migrate to Provider Portal

Update: We previously announced the Passport application system in Availity would retire January 15, 2024. **This date has changed to February 19, 2024, and is reflected below.**

On **February 19, 2024**, we will retire the Passport application system in Availity^{®1}. Providers have relied on Passport to submit Florida Blue patients' claims appeals and medical review related activities.

The Passport tools will be relocated in our Provider Portal² – where providers can receive clinical insights and manage their Florida Blue commercial and Medicare Advantage patient populations. This change integrates the Passport features listed below into our Provider Portal for greater simplicity.

What You Need to Know

If you are already using our Provider Portal, no action is required. If you are not, please **request basic access to our Provider Portal from your Availity access administrator**. We recommend completing this process as soon as possible before the **February 19** migration. Details and screen images on how to gain access to our Provider Portal via your Availity administrator are available [here](#).

Once you have been granted basic access, you can enter our Provider Portal from the Florida Blue Payer Space at [Availity.com](https://www.availity.com). Sign in to Availity with your existing username and password to get started.

More About the Tools Transitioning to the Provider Portal

The Passport tools which will be available as enhancements in our Provider Portal include:

- **Electronic Appeals:** This tool allows you to submit your appeals electronically with supporting documentation and track the status through the “Task List” within the tool.
- **Clear Claim Connection (C3):** This tool is designed to simulate procedure code editing rules for Florida Blue claims prior to submission or after receiving the remittance advice.
- **Claim Code Mapping to EDI CARC/RARC Code** (*located in Resource Links*): This feature provides a crosswalk between Florida Blue's adjudication system's codes and the standardized X12 Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) that appear in the remittance advice.
- **Certificates of Medical Necessity** (*located in Resource Links*): Certificates of Medical Necessity (CMN) are eligible for applicable procedures to help expedite the medical review process. Each CMN is associated with one of Florida Blue's Medical Coverage Guidelines.

More About Our Provider Portal

Our Provider Portal is a population health management tool that is home to more than just your membership rosters. The portal is updated daily, and you can access a variety of features, depending on your role within the platform. Please work with your organization's Availity access administrator to determine appropriate level of access for additional pages you may be interested in visiting.

You can learn more about our Provider Portal by referring to the commercial and/or Medicare Advantage platform³ user guides. You will find the user guides at [Availity.com](https://www.availity.com), in the Florida Blue Payer Space, under Applications; click on *Access Florida Blue Learning and Development*, then *Resources*.

For Availity technical issues or questions, please call 1-800-282-4548.

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

^{2, 3} Our Provider Portal encompasses the *Provider Link™* platform for your Medicare Advantage patient population and the *ProviderVista* platform for your commercial patient population.