

Physicians Can Review Criteria for Adverse Benefit Determination

When Florida Blue does not approve benefit coverage for payment of service requested, physicians and patients are notified in writing. Treating physicians of Florida Blue members have the opportunity to discuss any adverse determination based on medical appropriateness or necessity with the Medical Director who made the decision.

An explanation of this procedure is included with each written adverse benefit determination notice. Physicians who want to discuss the case with the reviewer can call the Utilization Management department at 800-955-5692 from 8:30 a.m. to 5 p.m., Monday through Friday.

Providers may request and receive, free of charge, an explanation of the scientific or clinical criteria Florida Blue relied upon in making benefit determinations.

If you would like to review the clinical criteria, you may contact Florida Blue's Utilization Management department at 800-955-5692.