

## Availity Enhancements

### Confirmation of Availity Claim Submissions Is Improving

Florida Blue is changing how it acknowledges electronic claim submissions through Availity<sup>®1</sup>. Currently we send one claim response to acknowledge receipt of the claim, which includes details about its processing status.

Starting July 15, 2023, Florida Blue will start sending two responses after a claim is submitted. The first response will confirm the claim has been received. A follow-up response will include the same information we send today with claim processing details, the reason a claim has been rejected, or confirmation the claim has been received for further processing.

This enhancement lets you know immediately when we receive your claim while the claim processing is in progress.

#### Another Recent Enhancement to Note

Another recent enhancement in Availity includes the display of provider group associations in the eligibility and benefits (E&B) tool. When a user runs an E&B transaction, the group name is shown in the Provider Information section of the results page.

Immediate access to provider group names saves administrative time and improves the ability of users to better estimate the patient's care costs. This is important when working with other groups and facilities to appropriately plan and deliver care according to benefits and the available medical programs.

The results page for a patient with HMO coverage can display whether the selected provider is in-network. It can also display the requesting provider, primary care provider, and group associations. This page can display up to six associations.

We hope you find these enhancements helpful.

<sup>1</sup> Availity, LLC is a multi-payer joint venture company. Visit [Availity.com](https://www.availity.com) to register.