

## Providers, Health Care Facilities and Suppliers: Keep Your Profile Information Current to Stay Listed in Our Provider Directories

Federal legislation\* that became effective last year, requires all providers, health care facilities and suppliers to regularly verify and update their respective profile information. Florida Blue will verify and update provider directories **each quarter** in order to comply with such legislation. In addition to updating profile information, it is also important to update practitioner medical license information and a practice panel status when updating a group's profile information.

### Act Now

Keeping profile information up to date helps Florida Blue members find **in-network** providers in our directories. If provider, health care facility and supplier information is not updated timely, it will be removed from our directories, as required by law. This is a requirement even if profile information has not changed. Providers, health care facilities and suppliers who do not verify or update profile information will be removed from our directories on August 1, 2023 and will not be added back until the required information is received.

### Updating Your Information Is Easy, Secure and Fast!

You can complete the process individually or on behalf of your group. To update or verify your information, you will need to be assigned the administrator role in Availity®<sup>1</sup>. Additional users can also be assigned this role. You can learn more about this under the **Who Can Update My Profile?** section below.

If you are not using Availity today, we strongly encourage you to start using it now to verify or update your directory information.

### Start the Directory Review to Verify or Update Your Profile:

- Log on at [Availity.com](https://www.availity.com).
- Click on Payer Spaces located on the toolbar.
- Select Florida Blue Payer Space. This applies even if you are a participating Truli for Health provider.
- Once there, select **Access, Manage and Verify Your Record**.
- Select **Yes, I want to start the Directory Review**.
- Authenticate using your provider ID number and the corresponding Payee ID.
- Groups use their group ID number and group tax identification number (TIN).  
**Note:** If your claim payee ID is your social security number/TIN, select no.
- **Important:** Even if nothing has changed, access the form and check the **No Changes** box.

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

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are independent licensees of the Blue Cross and Blue Shield Association. Florida Blue Medicare is an independent licensee of the Blue Cross and Blue Shield Association.

### Complete the Review:

- Access the red highlighted sections (expand each red section).
- If you have other updates, please add them.
- Once completed, choose **Attest and Submit**.

### Stay Informed and Update Your Phone Number, Fax Number and Email Address:

- Access **Communication Preferences** Topic.
- Add an email address and select **Administrator** (as type).
- Update Preferred Communications (Phone Number and Email Address).
- Update Critical Communications (Phone Number, Email Address and Fax Number).
- Click the box, **I have reviewed and confirmed the above information**.
- Attest the information by entering the submitter's name.
- Click **Submit Form**.

### Who Can Update My Profile?

Your profile can be updated by more than one person as long as they have been assigned the Administrator role for your practice or facility. Administrators will be responsible for maintaining the accuracy of a practice/facility's profile. Register at [Availity.com](https://www.availity.com) and define your users (including yourself). Be sure to request the **Provider Data Management (720)** role for users responsible for maintaining your profile. This role assignment allows one to perform all functions (including provider data management).

### Questions?

Review the following FAQs for more information. If you need technical support for verifying or updating your profile information, please call Availity at 800-282-4548.

\*HR. 133 Consolidated Appropriations Act, 2021, Section 116, Provider Directories

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## Questions and Answers

### Updating or Verifying Your Profile Information

#### What if I am not registered with Availity?

Register at [Availity.com](https://www.availity.com) to begin the Florida Blue provider data attestation process. Availity can be used solely to attest provider information. You do not have to use it for other services.

#### How often do I need to attest my provider data is accurate?

Florida Blue uses calendar quarters. This means you must complete an attestation each calendar quarter – four times a year.

#### Why do you require providers to attest their profile data is accurate?

It is a federal legislation requirement for providers, health care facilities and suppliers to remain listed in online provider directories. Florida Blue is required to comply with federal legislation. It also helps members know which providers are in-network for the member's plan.

#### What happens if I do not attest each quarter?

Providers, health care facilities and suppliers who do not complete an attestation within each calendar quarter will be removed from our provider directories beginning the first day of the following quarter. Here is an example:

Quarter 2: April 1 – June 30

Attestation was not received from Dr. ABC by June 30. His profile information will be removed from our provider directories on July 1.

#### If my information is removed from Florida Blue online provider directories, what do I need to do to be added back to the directories?

Simply go to [Availity.com](https://www.availity.com) to complete the required attestation. Once completed, provider information should appear in our directories again within 48 hours of your attestation.

#### Does this apply to all health plans?

Federal legislation affecting provider data in online provider directories applies to all commercial health plans. It does not apply to Medicare health plans at this time.

#### Does the attestation requirement for profile information apply only to physicians?

No. It applies to all providers, health care facilities and suppliers.

#### What if I need technical support with my attestation?

If you need technical support for verifying or updating your profile information, please call Availity at **800-282-4548**.

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