

Change in Medicare Post Acute Care Program Management

As part of our ongoing efforts to enhance the efficiency of our review process, we are sharing a change in the management of our Florida Blue Medicare Post Acute Care (PAC) program. Effective October 1, 2025, management of the PAC program will transition from CareCentrix to Florida Blue Utilization Management.

Continuity of Services

The PAC program will continue to provide authorizations for post-acute placement at the following facilities:

- Skilled Nursing Facilities
- Acute Inpatient Rehabilitation
- Sub-Acute Rehabilitation
- Long-Term Acute Care

Authorization Inquiries

To ensure a smooth transition, please note the following procedures for authorization status inquiries:

- For authorizations approved or pending **prior to October 1, 2025**, contact CareCentrix at 1-877-561-9910.
- For authorizations **submitted on or after October 1, 2025**, in-network providers must use the Authorization/Referral Inquiry tool in Availity Essentials™. The Utilization Management call center will not provide authorization status information to providers.
 - Please note Availity's new web address: <https://essentials.availity.com>

Submission Process

- Providers are encouraged to use Availity Clinical Attachments at the time of submitting authorization requests or inquiries, instead of faxing clinical information. Using Availity Clinical Attachments can reduce the wait time for medical reviews to be completed.
- Out-of-state providers who do not have access to Availity can fax their clinical documentation using the Fax Coversheet for Medical Records. To access, visit <https://mcgs.bcbsfl.com>, and select *Certificate of Medical Necessity*, then *Medical Records Fax Coversheet*.

Help and Training

For more information on how to use provider self-service tools, visit essentials.availity.com to login and follow these steps:

1. Select the *Help & Training* dropdown in the top right of the screen.
2. Click on *Get Trained*.
3. In the search bar, type the functionality you need assistance with.
4. Click *Enroll*.

For further assistance, contact Availity Customer Service at 1-800-AVAILITY.

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