

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

Federal legislation\* requires all **providers, health care facilities, and suppliers** to regularly verify and update their profile information. This is necessary even if your profile information has not changed. Florida Blue verifies and updates provider directories **each quarter** to comply with such legislation. Additionally, it is important to renew practitioner medical license information and the practice panel status when revising and verifying a group's profile information.

### Remain Listed in Our Directories

Keeping your profile information up to date helps Florida Blue members find you as an in-network provider in our directories. If your information is not updated timely, it will be removed from our directories, as required by law, and will only be added back once the required information is received.

### Updating or Verifying 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 Essentials™. Additional users can also be assigned this role. You can learn more about this under *Who Can Update My Profile?* below.

If you are not using Availity Essentials today, we encourage you to do so to verify and/or update your directory information.

### Start the Directory Review to Verify and/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/Individual TIN, select Yes.
- **Important:** Even if nothing has changed, access the form, and check the **No Changes** box.

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

### 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?

More than one person can update your profile if 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 [Questions and Answers](#) for more information. If you need technical support for verifying or updating your profile information, please call Availity at **1-800-282-4548**.

\*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?

Providers are asked to register at [Availity.com](https://www.availity.com) to begin the Florida Blue provider data attestation process. Availity Essentials 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 the following quarter.

#### 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 currently apply to Medicare health plans.

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

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

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