

New Availity Essentials Feature Allows Clinical Record Attachments When Requesting Authorizations

As a reminder, Availity Essentials™ recently introduced a new prior authorizations process for Florida Blue and Truli for Health, with an enhanced user interface and streamlined workflow. One of the key enhancements is the ability to attach clinical documents to your authorization requests – both new and existing.

You can attach relevant clinical documentation when requesting an authorization or upload attachments later if the records are not available at the time of the initial submission.

This new capability can help streamline your workflow by eliminating the need to fax records separately. If continuation of care/services is needed, you can also upload additional clinical information to an existing authorization.

How to Upload Attachments

Follow the steps below to add clinical attachments to your authorization requests.

Note: For new outpatient authorizations, be sure to update/attach clinical documents. For inpatient concurrent review cases, please submit requests for additional days or provide discharge date along with the supporting clinical documents and a summary, at least one day before it expires.

1. Access the Authorization/Referral Inquiry:
 - Log into Availity Essentials.
 - Select *Patient Registration*, then *Authorizations & Referrals*.
 - Navigate to *Authorization/Referral Inquiry*.
2. Complete a standard authorization inquiry.
 - Select *Pin to Dashboard*.
 - You will receive a confirmation message stating: “Your transaction has been pinned to the Auth/Referral Dashboard.”
3. Access the Attachment Feature:
 - Exit the authorization inquiry tool and return to *Authorizations & Referrals*.
 - Go to the *Authorization/Referral Dashboard*.
 - Find the authorization you just pinned to the dashboard.
 - Open it to access the attachment feature.
 - Click *Add Attachments* displayed under the member’s name.

We encourage you to become familiar with this process to leverage efficiencies for your practice.

You can find more information on uploading clinical documents in the Availity Learning Center under the *Help & Training* dropdown in Availity.