

Beginning December 1, Authorization Requests For Radiology, Hip and Knee, and Spinal Surgery Will Redirect to the Olive AI Platform

Effective December 1, 2022, Commercial prior authorization requests for radiology, hip and knee surgery, and musculoskeletal care will no longer be accepted or processed through Availity^{®1}. Instead, Availity will redirect providers to the Olive AI platform.

When you are redirected, the information you entered into Availity for the request will not transfer to Olive and you will need to reenter it.

To avoid this, please be sure to click on the Olive tile to submit authorization requests for these procedures (rather than initiating the request in the Authorization and Referral application of Availity). If you are not yet using Olive to submit radiology, hip and knee surgery, and musculoskeletal authorization requests, we encourage you to start using it today.

Information about using Olive

You can find a video on how to access Olive in the Florida Blue section of the Availity learning center. If no Olive tile is visible when you log in to Availity, please call Availity at 800-282-4548 (800-AVAILITY) for assistance.

If you do not currently have Availity access, contact your organization administrator to have the authorization role assigned to you in Availity.

Benefits of Utilizing Olive AI

Olive's artificial intelligence automatically reviews clinical forms and documents to provide immediate approvals when possible. Its technology allows for faster, more efficient processing of pre-service review requests. Any requests that pend for medical review will be completed by the Florida Blue Clinical Team.

To learn more about the Olive Ai Application, check out the online resources at oliveai.com/guidewell-provider-resource-guide.

¹ Availity, LLC is a multi-payer joint venture company. Visit availity.com to register.