Important Notes on Using the Authorization/Referral Dashboard in Availity Essentials

The Authorization/Referral Dashboard application in Availity Essentials™ is an important tool for providers to access details about existing authorizations and referrals. After submitting referrals or requesting authorizations, providers can complete the following functions using the dashboard:

- Check the status of an authorization or referral request
- View or print detailed information about a request
- Add attachments to existing authorization or referral requests
- Update or void requests that are in Pending or Approved status

We are sharing additional information you may find helpful to effectively navigate this tool. Please review these steps carefully to manage any errors you may encounter when using the Authorization/Referral Dashboard application.

About Using the Authorization/Referral Dashboard

Once you are logged into Availity, you can navigate to the dashboard screen and click on the authorization. For those instances when you are unable to locate an existing authorization or if you receive an **error*,** we recommend following these steps:

1. Select **Patient Registration**, then **Authorizations & Referrals,** then **Authorization/Referral Inquiry**.

2. Complete a standard authorization inquiry, then select **Pin to Dashboard**. You will receive a confirmation message stating: "Your transaction has been pinned to the Auth/Referral Dashboard."

3. Go back to the **Authorization/Referral Dashboard**, find the authorization you just pinned, then click on it to run a status inquiry.

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*Important: You will receive one of the following alerts if there was an error on the inquiry. When this occurs, you should follow the three steps listed above.

- Red box containing the *error reason*

Or —

- Status reason section with a message indicating there is an ***issue checking the status***

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Regarding Authorizations/Referrals for Post Acute Care

For Post Acute Care (PAC) services (inpatient skilled nursing, rehabilitation, and long-term care), it is important to use the **new medical facility National Provider Identifier (NPI), name, and address as the requesting provider, not the original medical facility** from which the member is being transferred.

This information can be found in the online provider directory.

- **For commercial and Medicare providers**: Visit FloridaBlue.com. Select the *Find a Doctor* tab, then *Find a Doctor or Dentist*. Enter the zip code, then select a plan and search for the facility. The Provider Number (Payer Assigned Provider ID), NPI, and address will be provided.
- **For Truli for Health providers**: Visit https://providersearch.trulihealth.com/visitor/truli/#/ and enter the zip code. Select a plan and search for the facility. The Provider Number (Payer Assigned Provider ID), NPI, and address will be provided.

As a reminder, the NPI *or* the Florida Blue ID number may be entered in the NPI field. See a related bulletin published earlier this year for more information.

For additional training and information, visit the Availity Learning Center under the *Help & Training* dropdown in Availity.