

Self-Service Resources to Alleviate Recent Disruptions

Availity®¹ has published a self-service resource page for **both registered and unregistered users** to perform critical transactions such as Eligibility & Benefits and Claims Status transactions through the **Availity Essentials** portal. Providers who are not registered users can get guidance on how to register by clicking on the “resource page” link below. Availity Essentials Pro™ customers already have the ability to complete electronic transactions with Florida Blue via the Availity network.

In addition to registration guidance, the resource page includes a variety of training demos to get users up to speed with Availity Essentials.

The **Availity Lifeline** [resource page](#) will be continuously updated and includes:

- Directions to register on Availity Essentials
- Guidance on performing key transactions through Availity Essentials as an established registered user
- Training demos on sending and receiving transactions

Access to these demos requires users to register for Availity Essentials, log in to the portal, and enable pop-ups.

For more information regarding Availity support, please call 1-800-Availity (1-800-282-4548).

Additional Reminders

Many providers have reached out regarding impacts associated with the recent cybersecurity incident. Florida Blue was not directly impacted by these recent events; hence our payment processing services were not affected.

Normal processes for critical functions related to admission notifications, referrals, utilization management, authorizations, and all other transactions remain in place and can be used as usual. **Availity.com provides multiple alternative solutions** to assist providers with claim submission and remittance notifications as needed.

Thank you for your ongoing patience and the care you provide to your patients, our members. We will continue to provide important updates via *Bluemail*.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](https://www.availity.com).