
Updates to Availity Gateway Improve Processing Experience *Changes Effective May 15, 2021*

Florida Blue continues to update the Availity®¹ Gateway to improve your experience. New changes will decrease claim holds and allow for a more seamless processing experience. Updates will be effective May 15, 2021.

These latest electronic claim edits will enable you and other users to identify and resolve data issues before the claim enters our system – preventing the submission of claims with errors. This eliminates the need for several other administrative activities.

Making the Process Smoother

If a claim you submit does not pass the edits, you will receive a message on your Electronic Batch Report (EBR) with details on how to correctly submit the claim.

1. **ddruRedMod edit** message: “Redundant modifier – Provider billing E, F, or T modifiers with LT and RT on the same line. Resubmit with most descriptive modifier.”
 - This edit applies to professional claims.
 - This edit is triggered by a service line that contains a modifier combination of RT and LT in addition to one of the following modifiers: E1-E4 (eyelids), F1-F5 (fingers) or T1-T5 (toes).
 - Check loop/segment 2400 SV101-3 through SV101-6 for the procedure modifiers.
 - Rebill the claim electronically with the most appropriate modifier combination.
2. **ddruLTRTMod edit** message: “LT/RT modifiers billed on the same line with one unit. Resubmit with appropriate modifier or units.”
 - This edit applies to professional claims.
 - This edit will be triggered by a service line that contains a single unit of service and a modifier combination of RT and LT.
 - Check loop/segment 2400 SV101-3 through SV101-6 for the procedure modifiers and 2400 SV104 to validate the service unit count.
 - Rebill the claim electronically with the most appropriate modifier and service unit combination.

If you are unable to remediate by using your EBR report, contact Availity at 800-282-4548.

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