

Reminder About New User Experience for Prior Authorizations in Availity Essentials

Latest Updates Include Authorizations Dashboard and More Attachment Features

Availity Essentials™¹ recently launched a more streamlined Florida Blue and Truli for Health prior authorizations process. The improved user interface is part of the existing workflow and has helped optimize user experience. We are reminding you about features of the new user interface and attachment capabilities, as well as sharing other added enhancements.

Navigating the New User Interface

The new interface has an updated look with fewer screens and fields for faster entry. You do not need to do anything differently to access the new user interface. Simply log into [Availity Essentials](#), select Patient Registration, and navigate to the Authorizations & Referrals tool as usual to get started. Once you select Florida Blue or Truli for Health in the payer dropdown menu, the new user interface opens. Also, Availity AuthAI continues to be available for you to use – the same way you use it today.

Attachment Capabilities for Prior Authorizations

You are able to attach as many as 50 supporting documents with your Availity authorization submissions. Attachments can be up to 20 MB each as long as the combined total of documents does not exceed the 100 MB maximum. This new feature allows you to drag and drop multiple attachments, just as you can within Availity AuthAI. A variety of attachment types are accepted, including .pdf, .jpg, .tiff, .docx, and .xlsx.

Please note, there are no changes to the processes for delegated vendor authorization submissions. The attachments enhancement is only applicable to Availity authorization submissions.

New Features Added

With the latest enhancements, you have the ability to manage your submissions in the Authorizations Dashboard. There, you can edit and add attachments to your pending authorizations.

Now you can also attach clinicals to in-patient approved cases. For example, clinical documentation can be attached when a patient has been approved for a hospital stay, but additional services or time of stay are needed (concurrent review).

You can find more information about the new Prior Authorization interface, including details about the attachments feature, in the Availity Learning Center Forum or under the Help & Training dropdown.

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