

Florida Blue Provider Contact Center Hours of Operation Update

Beginning July 11, 2022, Florida Blue will be implementing new hours of operation for our Provider Contact Center and Customer Service areas supporting our Federal Employee Program® (FEP), State Account, Medicare and BlueCard lines of business. Customer Service Representatives will be available to answer your calls as listed below.

Line of Business	Phone Number	Hours of Operation
FEP	800-727-2227	Monday-Thursday: 8 am - 6 pm Fridays: 9 am to 12 pm
State Account		Monday-Thursday: 8 am - 5 pm Fridays: 9 am – 12 pm
Provider Contact Center Medicare BlueCard		Monday – Thursday: 8 am - 6 pm Fridays: 9 am – 12 pm
Please note the phone lines will be closed for lunch from 12:15 pm to 1:30 pm for the Customer Service areas listed above.		

Servicing Provider Requests

We will continue to be diligent in responding to your requests. Even when the phone lines are not open, our staff continues to be dedicated to working through your outstanding items.

Other Important Reminders

- Continue to use the Availity®¹ self-service tools to submit requests.
- Prior to contacting the Provider Contact Center via phone, be sure **to first obtain a FastPath transaction ID through Availity** for eligibility & benefits and claim status inquiries.
- You may use the Availity Secure Messaging Tool for claim status inquiries.
- Please **do not** use both the Availity Secure Messaging Tool and the Provider Contact Center to submit the same request. This will cause unnecessary delays. Only use one option, whichever option you prefer to contact us.

Thank you for the care you provide to your patients, our members.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com. Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.