

December 2024

Important Changes in Store for Medicare Advantage Hip, Knee, and Spine Care Utilization Management Programs

Our Hip, Knee, and Spine Care Utilization Management Programs for Medicare Advantage plans are changing. Effective December 23, 2024, Florida Blue Medicare will begin managing the program through AuthAI (formerly Olive) – a health care automation platform from Availity®¹.

AuthAI Technology

AuthAI uses artificial intelligence to automatically review clinical forms and documents, providing immediate approvals when possible. Its technology allows for faster, more efficient processing of pre-service review requests. Any requests that pend for medical review will be completed by the Florida Blue Medicare Clinical Team.

What this means for you

- Starting on December 23, 2024, you must log into Availity and access **AuthAI** (under **Applications** in the Florida Blue Payer Space) to request a pre-service review or to submit or check the status of an authorization request.
- Appeals for pre-service and post-service review decisions will follow Florida Blue Medicare Advantage's standard appeal process.

Procedures Included

The procedures included in our Hip and Knee, and Spine Care Utilization Management Programs are subject to change. For more information, including a detailed list of services that are part of this program, please refer to the Utilization Management Table by Commercial Product & Network [Manual for Physicians and Providers](#) at FloridaBlue.com/providers.

Please note: Emergency room, observation, and inpatient imaging procedures do not require prior authorization.