

COVID-19 Update

Claim Status Inquiries Will Not Be Available Through Provider Contact Center Effective March 25

In response to the operational impacts associated with the coronavirus disease-19 (COVID-19), our Provider Services Contact Center is changing the way we currently handle calls regarding claim status inquiries. **Effective Wednesday, March 25, the claim status inquiries option will no longer be available when calling the Provider Contact Center at 800-727-2227.** This will remain in effect until further notice.

The Provider Contact Center will focus its calls on eligibility and benefits (E&B), authorizations, referrals and contract inquiries. This will ensure your patients, our members, continue to have access to care when they need it.

While we understand that claims status is vital and equally important, we trust these changes will help you reach us more quickly for access to care and urgent situations such as E&B. We appreciate your patience as we work together to get your Florida Blue patients the appropriate care they need.

What to Do for Claim Status Inquiries

For inquiries related to claim status, please use the self-service tools on availity.com. If you have a more complex issue related to your claim status questions, we're now offering a **new Availity^{®1} Secure Messaging Tool**. This allows you to send details of the issue associated with a claim. We'll review your inquiry and respond via this new tool.

If you're already registered for Availity, you can find the instructional demos for using the Availity Secure Messaging Tool for Florida Blue claim status within the **Availity Learning Center**. The following screenshots show how to access the demos for secure messaging. If you are not registered for Availity, please go to availity.com and follow the registration steps.

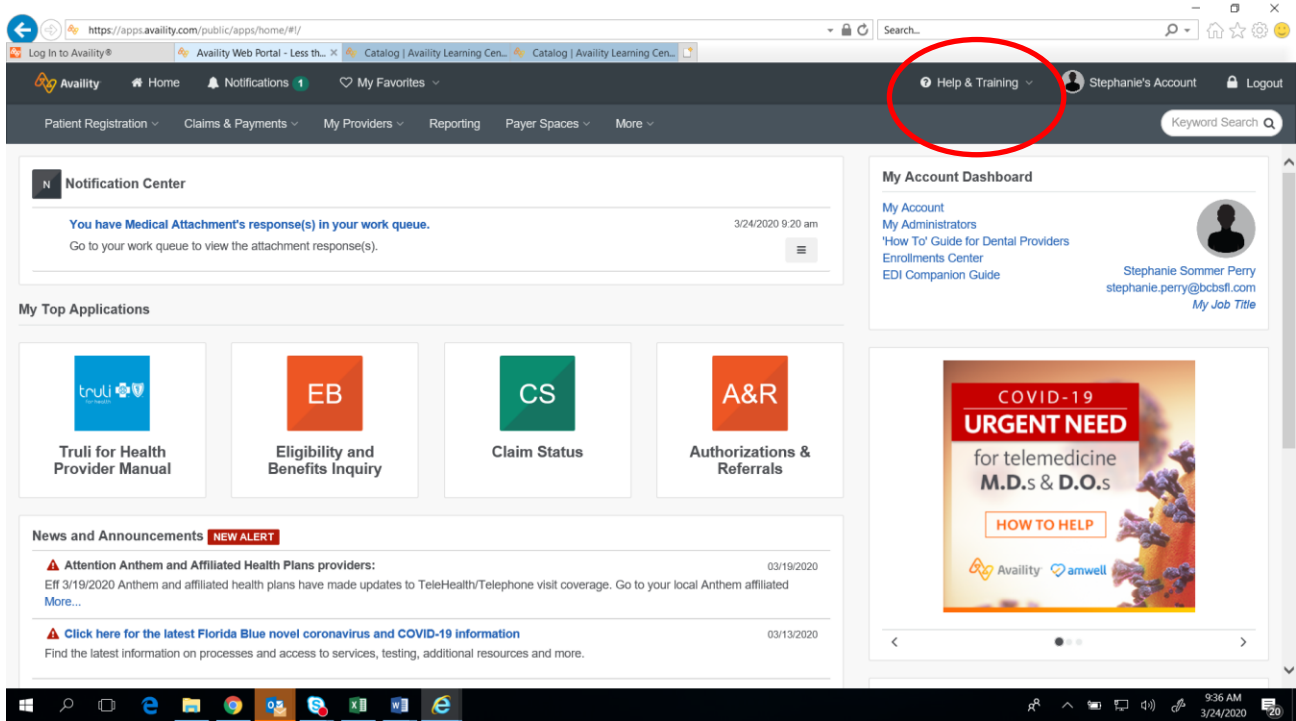
How to Access Training for the Availity Secure Messaging Tool

1. Log in to availity.com.
2. On the home page, click the *Help & Training* menu. From the dropdown menu, select *Get Trained*. This takes you to the Availity Learning Center catalog.
3. Type *messaging* in the search catalog bar at the top of the page.
4. Select *Messaging a Payer - Training Program*.
5. Select the *Training Demo: Messaging a Payer from Claim Status Results* module to learn how to use the Availity Secure Messaging Tool.

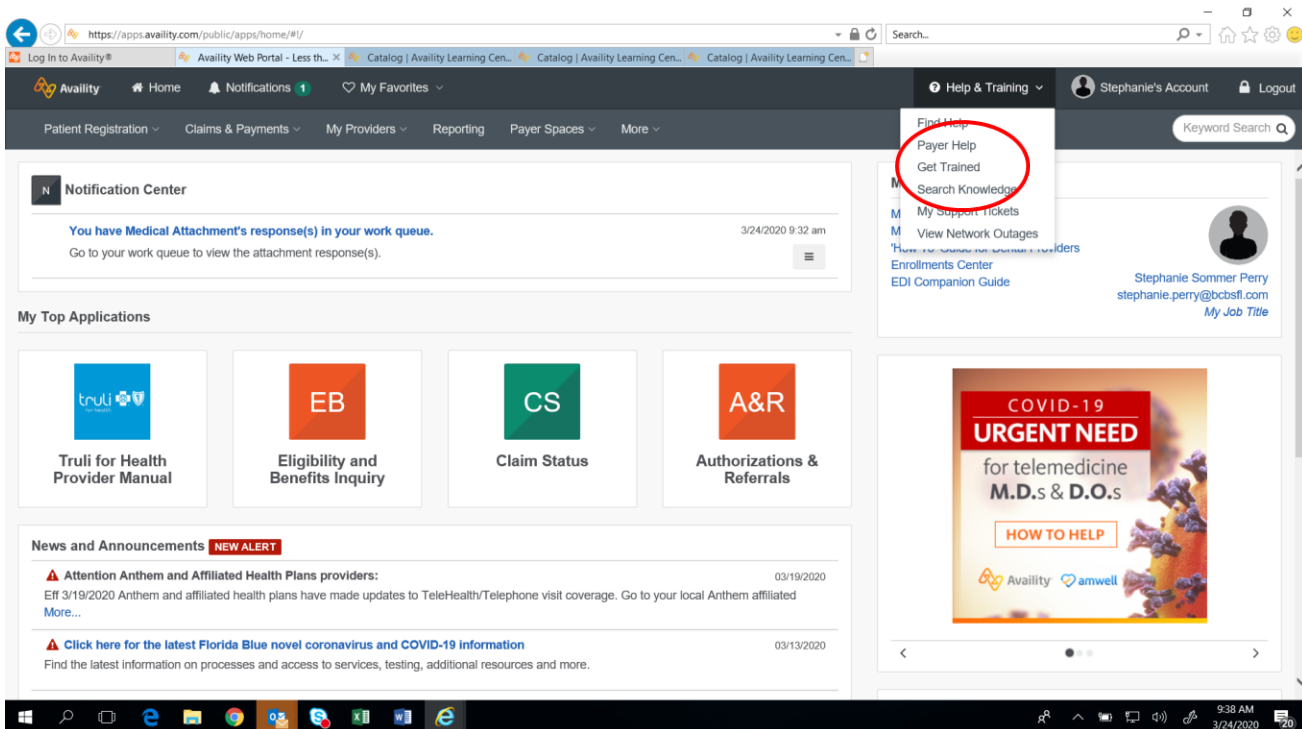
The screenshots below will also walk you through this process.

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.

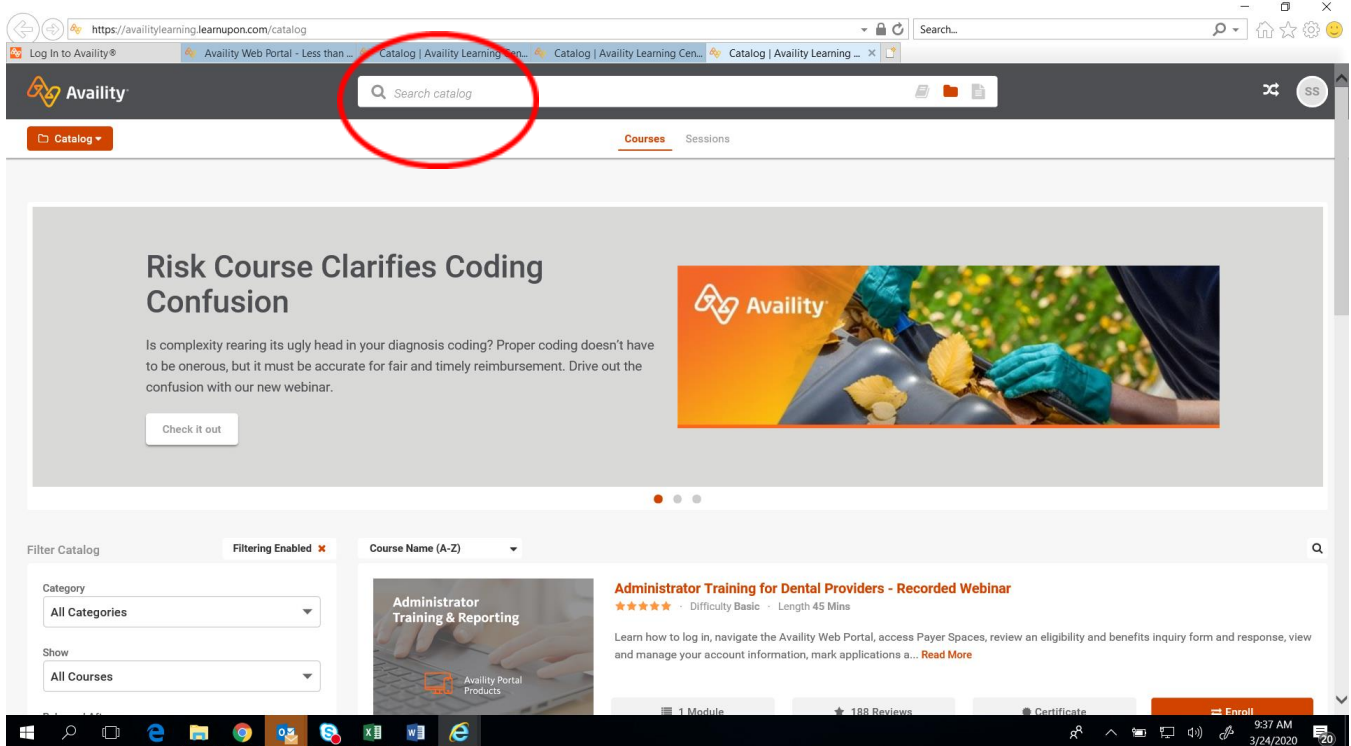
1. Log in to [availity.com](https://apps.availity.com). On the home page, click the **Help & Training** menu.



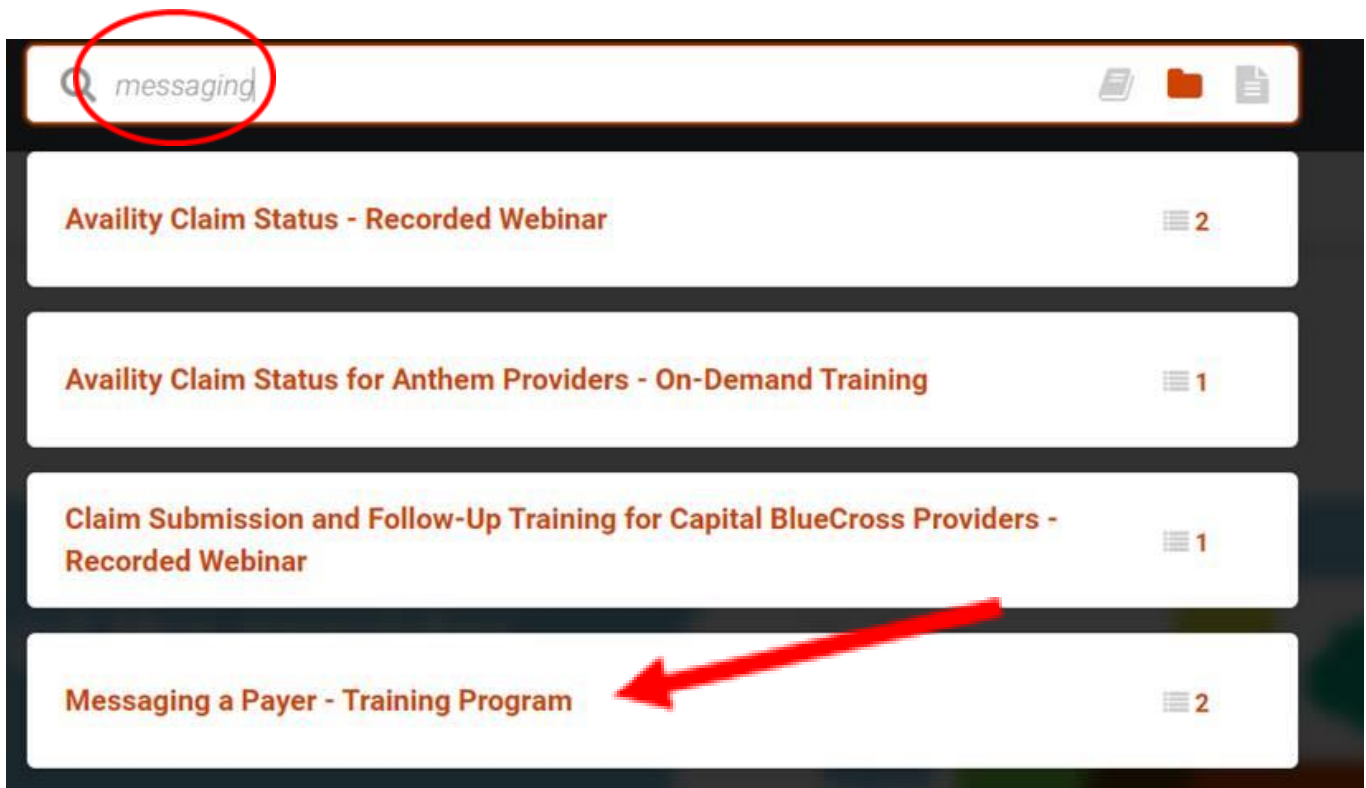
2. From the dropdown menu, select **Get Trained**. This takes you to the Availity Learning Center catalog (next screenshot).



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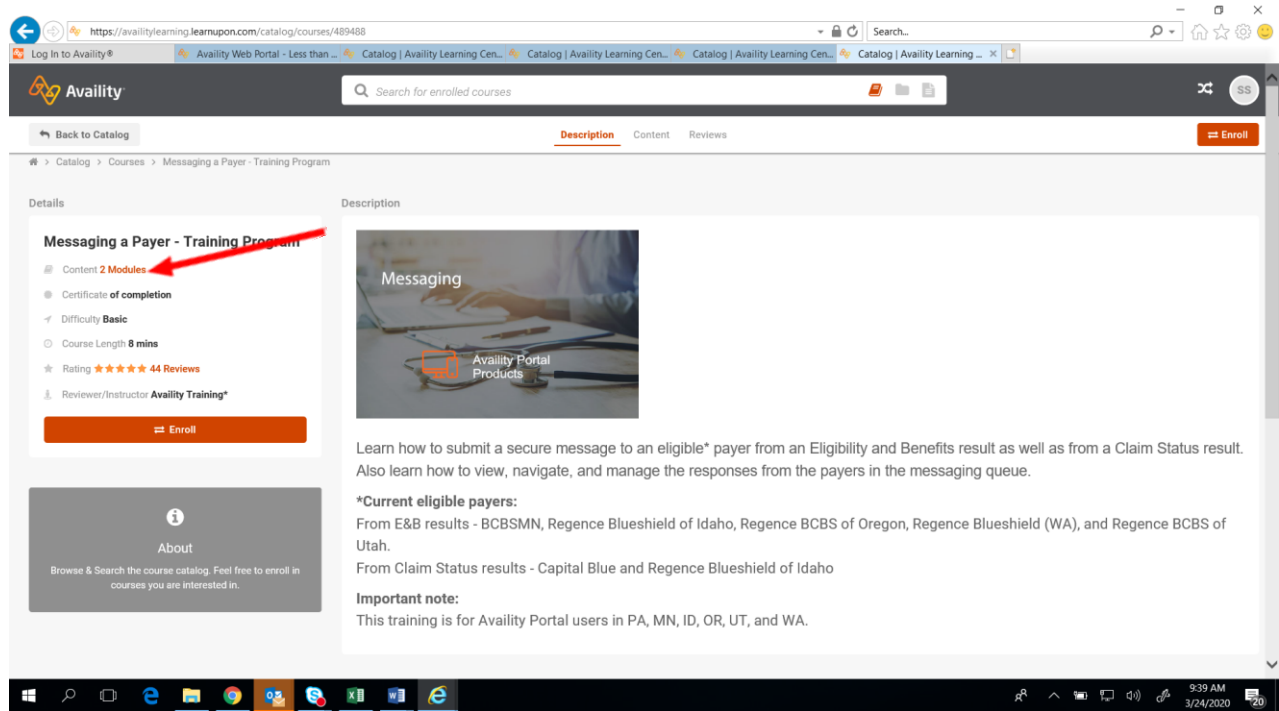


3. Type *messaging* in the search catalog bar at the top of the page. Select *Messaging a Payer – Training Program*.

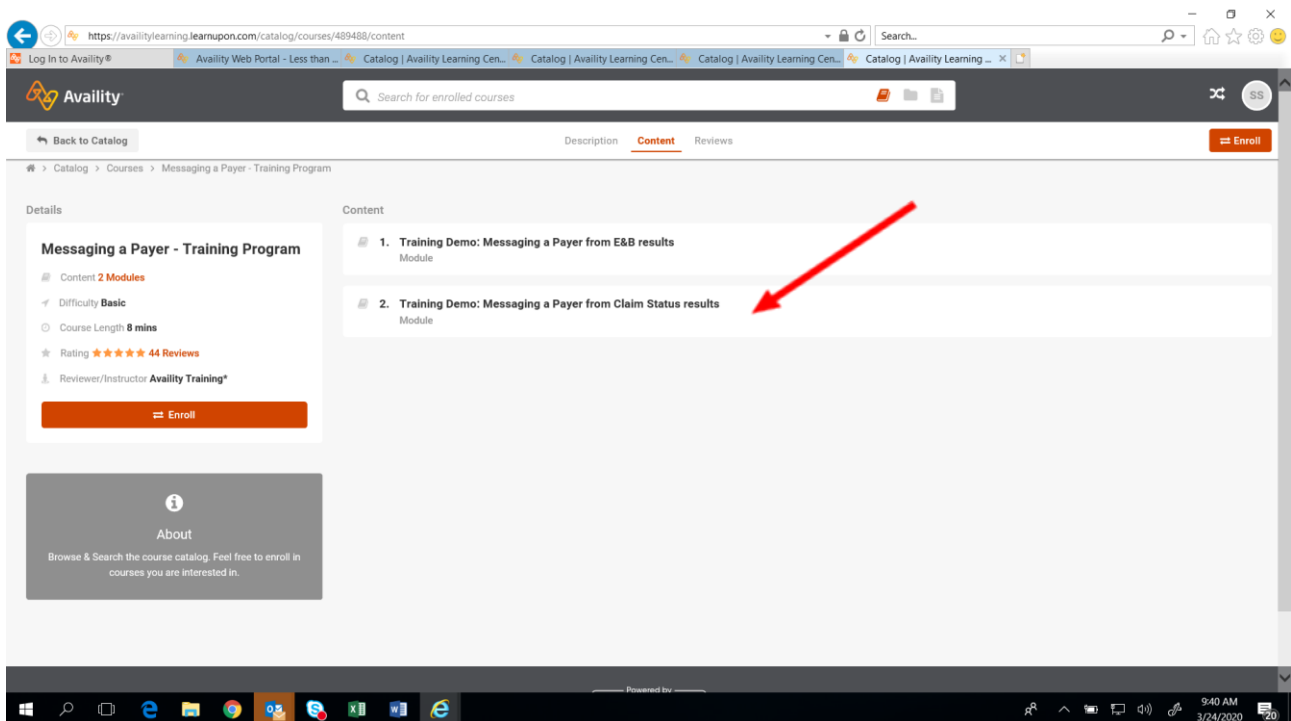


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4. Click the **2 modules** link. Note, this training is now available for Florida Blue users.



5. Select the **Training Demo: Messaging a Payer from Claim Status Results** module to learn how to use the Availity Secure Messaging Tool.



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