



An Independent Licensee of the Blue Cross and Blue Shield Association

TO: ALL FHCP CONTRACTED PROVIDERS

FROM: CAROL COOPER, L.P.N. / PROVIDER RELATIONS COORDINATOR

DATE: APRIL 26, 2011

SUBJECT: AVAILITY

As part of Florida Health Care Plans (FHCP) continuing migration of web based functionality to Availity, please be advised that effective immediately, FHCP will be using Availity as our clearinghouse for the receipt of Professional (837P) and Institutional (837I) electronic claim files. Our payer ID of 59322 will remain the same.

For those providers who are not yet sending their claims to FHCP electronically, we request that you begin doing so.

Please note the addition of FHCP as a health plan choice on Availity’s website for EDI files. You should use the Availity website to register for ERA functionality with FHCP. **If you have any questions about access, please contact Availity Client Support at 800 / AVAILITY (282-4548) or support@availity.com.**

<u>Enhanced</u> Functions through AVAILITY	<u>Continuing</u> FHCP PAI / Provider Portal Functions
Member Eligibility Status – both individual and batch status requests are accepted (270 / 271)	LabCorp laboratory results reporting and trending for members
FHCP Benefit Plan/Service Coverage Inquiries (summarized general benefits and specific benefit information) (270 / 271)**	History and current status of member prescriptions dispensed through FHCP pharmacies
Real-time member deductible and out-of-pocket balances for the current year (270 / 271)**	Status of FHCP Referral Request Authorizations
Provider claims Status Information (276 / 277)	Member’s current PCP Assignment
Electronic Remittance Advice (835)	PCP panel additions, deletions, detail/summary
Electronic Payments – FFS Payments Only	
Accepting Professional and Institutional Claims Submissions (4010 – 837P / 837I)	

If you have any questions in reference to this memo, please contact Steve Berberich at 386 / 676-7100, Ext. 4104 or sberberich@fhcp.com. Thank you.

** Benefit and deductible information is provided for HMO and Out of Network benefit levels only. Option 2 (EPN) benefit information for EPN providers is currently not available.