



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: FEBRUARY 23, 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 now has the capability to deliver electronic remittance advice files and payments (ERA) via the Availity Health Information Network.

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	LabCorp laboratory results reporting and trending for members
FHCP Benefit Plan/Service Coverage Inquiries (summarized general benefits and specific benefit information) **	History and current status of member prescriptions dispensed through FHCP pharmacies
Real-time member deductible and out-of-pocket balances for the current year **	Status of FHCP Referral Request Authorizations
Provider claims Status Information	Member’s current PCP Assignment
Electronic Remittance Advice	PCP panel additions, deletions, detail/summary
Electronic Payments – FFS Payments Only	

If you have any questions in reference to this memo, please contact me at 386 / 615-4001 or ccooper@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.