

how
can
Blue
help
you?



Availity, L.L.C., is an independent company formed as a joint venture between Navigy, Inc., a wholly owned subsidiary of Blue Cross and Blue Shield of Florida, Inc., Health Care Service Corporation, and HUM-e-FL, Inc., a subsidiary of Humana, Inc.

Blue Cross and Blue Shield of Florida (BCBSF) has business arrangements with Availity with the goal of reducing costs in the Florida health care marketplace, simplifying provider workflow, improving patient experience and in providing HIPAA-AS compliant solutions. For more information or to register, visit Availity's website at <http://www.availity.com>



**BlueCross BlueShield
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www.bcbsfl.com

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**A physician's guide
to online tools**



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This guide is designed to help you quickly find and navigate the many reference tools and resources available to you through the AvailitySM Health Information Network.



When you need to...

- Research a medical condition or procedure
- Review physician education, training, affiliations and certifications
- Conduct side-by-side comparison on the area hospitals based on quality and risk-adjusted data
- View estimates for the cost of specific health care services

Access Availity Care ProfileSM

Availity Care Profile is a compliment to the electronic health record (EHR) that provides 2 years' worth of health information filed with BCBSF including procedures, diagnosis, pharmacy, immunization, lab, and hospital information across all providers.

Access RelayHealth[®]

By using e-medicine services, through RelayHealth, you eliminate the need for multiple phone calls between you and your patients on non-urgent matters.

RelayHealth enables you to securely:

- Communicate with patients and other health care professionals
- Refill prescriptions, give lab results and schedule appointments
- Access real-time information
- Access a Professional Services team and 24/7 customer support

Access CareCalcSM

With **CareCalc**, you can:

- Determine a detailed estimate of a member's financial responsibility at the point of service
- Print results for patient files or give to members to review before and after services

Go here...

1. Log into www.Availity.com using the registered user's login
2. Click on **Payer Resources** at the top of the page
3. Under **Payer Resources** select **BCBSF**
4. Under Tools select **Researching a Physician**
5. Select:
 - [Healthcare AdvisorSM](#)
 - [Physician AdvisorSM](#)
 - [Hospital AdvisorSM](#)
 - [Treatment Cost AdvisorSM](#)

1. Log into www.Availity.com using the registered user's login
2. Select [Care Profile](#) from the menu on the left side of the screen
3. Select **Care Profile Inquiry**
4. Enter requested member data and submit the inquiry

1. Log into www.Availity.com using the registered user's login
2. Select **Patient Communications**
3. Select **Provider to Patient** link to be taken to the [RelayHealth](#) home page

Not registered for [RelayHealth](#)?

It's easy. Using the steps above, at the RelayHealth home page, select "New User" and follow the instructions for registering.

1. Log into www.Availity.com using the registered user's login
2. Select **Eligibility and Benefits** drop-down on the left side of the screen
3. Select **Eligibility and Benefits Inquiry** option
4. Enter required member data and submit the inquiry
5. On the Eligibility and Benefits Summary Results screen, click on [CareCalc](#) button to receive an estimate of the member's financial responsibility