

## Specialist Notification Quick Guide

Use this quick reference to help you submit a specialist notification.

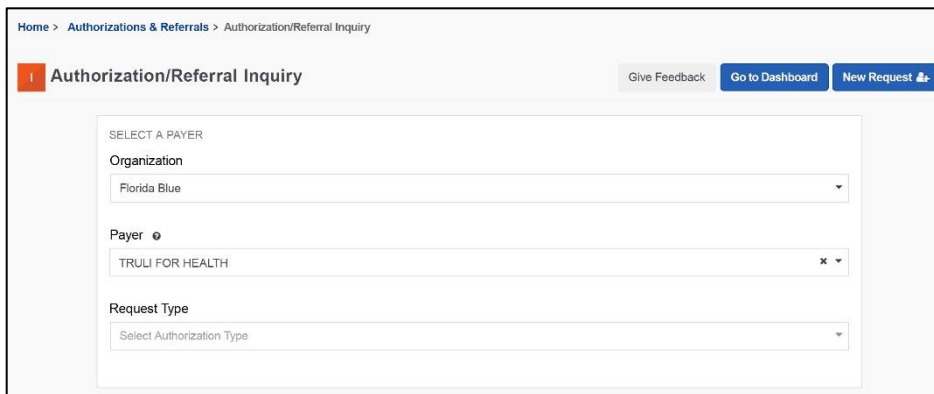
### Specialist Notification Requirement

All specialists, including gynecologists and obstetricians, are required to submit specialist notifications. **Please note: Specialists notifications are not required for virtual visits.**

When a Truli member schedules an appointment with a specialist, the specialist must go to Availity<sup>®1</sup> at [availity.com](http://availity.com) to determine if there is a referral from the member's primary care physician (PCP). If there is no referral on file, the specialist must submit a notification to the PCP.

Follow this process in Availity:

1. Check to see if there is a referral on file.
  - Select **Patient Registration**
  - Go to **Authorizations & Referrals** and click **Authorization/Referral Inquiry**
  - Organization: **Florida Blue**
  - Payer: **TRULI FOR HEALTH**
  - Request Type: **Referral or Specialist Notification**



2. If there is a PCP referral on file from the member's assigned PCP, a specialist notification is not required.
3. To submit a specialist notification, complete the following steps.
  - Go back to **Patient Registration**
  - Go to **Authorizations & Referrals** and click **Referral**
  - Organization: **Florida Blue**
  - Payer: **TRULI FOR HEALTH**



<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](http://availity.com). Health coverage is offered by Truli for Health, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

4. Select **Are you the specialist submitting a Specialist Notification?**

The screenshot shows a web form titled "Referral". At the top right, there are buttons for "Give Feedback", "Go to Dashboard", and "New Request". Below the title, there is a summary section with three columns: "Transaction Type" (Referral), "Organization" (Florida Blue), and "Payer" (TRULI FOR HEALTH). To the right of this section is the Truli for Health logo. Below the summary is a section titled "REFERRAL/NOTIFICATION REQUEST" containing the question "Are you the specialist submitting a Specialist Notification?" with a checked checkbox. At the bottom of this section are "Back" and "Next" buttons.

5. Complete **Patient Information** and **Requesting Provider** information.

6. This will take you to **Add Service Information**.

- Place of Service: **11 – Office** (Specialists must select 11 – Office)
- Service Date: **At least two days after notification submission date**

The screenshot shows a form titled "SERVICE INFORMATION" with a "SHOW OPTIONAL FIELDS" checkbox. It contains three main sections: "Service Type" with a dropdown menu set to "Medical Care"; "Place of Service" with a dropdown menu set to "11 - Office"; and "Service Date" with a date input field set to "07/17/2020" and a calendar icon.

7. Before submitting, you will be able to review the information. Please make sure the information is correct; then select **Submit**.

The specialist notification must be submitted at least 48 hours prior to the member's scheduled visit. Each specialist notification is valid for one visit for up to 60 days.

To void a request, select **Authorizations & Referrals** in **Patient Registration**. Next, click on **Authorizations/Referral Inquiry**. After completing the Patient, Provider and Service Information, select **Submit**. There, you will see the **Void** option.

For more information about specialist notifications, refer to the [Truli for Health Provider Manual](#). Go to [truliforhealth.com/providers](http://truliforhealth.com/providers), scroll down to **Manuals and Guides** and select **Truli for Health Provider Manual**.