



**BlueCross BlueShield  
of Florida**

An Independent Licensee of the  
Blue Cross and Blue Shield Association

## Blue Express Fast Tracker

Blue Express is an automated telephone system for physicians and hospitals to inquire about or request authorizations for Blue Cross and Blue Shield of Florida (BCBSF) and Health Options members.

It allows you to:

- Inquire about an authorization from or to you
- Request authorizations to participating providers for:
  - HMO members' outpatient services
  - HMO and PPO members' inpatient hospital admissions

**Note:** Blue Express is only available for participating providers who have a BCBSF provider number or registered their National Provider Identifier (NPI) with BCBSF. Blue Express cannot be used for authorizations or referrals to non-participating providers.

We encourage physicians and providers to use the Availity<sup>®1</sup> Health Information Network to request Health Care Services Review Requests (authorizations or certifications) online. If you do not have access to Availity or if the system is not available, use Blue Express.

### **Blue Express can be used for the following plans:**

- HMO (BlueCare and Medicare Advantage HMO)
- PPO (BlueChoice, BlueOptions, Federal Employee Program and Medicare Advantage PPO)

**Blue Express Telephone Number: (800) 397-7337**

### **Blue Express Hours:**

- 12 a.m. – 11 p.m., ET Monday-Saturday
- 12 a.m. – 5 p.m., ET Sunday

### **Blue Express Tips:**

- Blue Express is for Florida and Federal Employee Program (FEP) members only. When prompted to enter the member's ID number, enter the numeric portion only. If necessary, the system will prompt for the alpha prefix. For example, if the member ID number is XJBH12345678, enter 12345678.
- When using voice recognition, use your telephone handset or a headset for optimal recognition. Using a speakerphone could provide unexpected results due to background noise.
- When using the telephone keypad, enter the pound (#) key following data entry as the system will wait for the pound sign or will "time-out" after three seconds to complete the command.

<sup>1</sup>Availity, L.L.C., is a multi-payer, joint-venture company. For more information or to register, visit Availity's website at [www.availity.com](http://www.availity.com).

## Main Menu

Blue Express gives you the option to use speech recognition prompts or the telephone keypad to enter your selection. Simply say or enter your choice when prompted.

Option	Speak Choice	Enter Choice
Inquire about an existing authorization	"Inquire"	1
• Inquire by authorization number	"Certification"	1
• Inquire by member ID number	"Member"	2
Create an authorization	"Create a new request"	2
• Outpatient	"Outpatient"	2
– Surgical Procedures	"Surgical"	1
– Chemotherapy	"Chemotherapy"	2
– Radiation therapy	"Radiation Therapy"	3
– Medical services, which includes observation stays	"Medical Services"	4
• Inpatient	"Inpatient"	3
– Surgical admission	"Surgical"	1
– Medical admission	"Medical"	2
– Obstetrical admission	"Obstetrical"	3

### You will need the following information to create an authorization:

#### Member

- Type of contract (Florida or FEP)
- ID number
- Date of birth
- Gender

#### Provider

- Referring from provider number
- Referring to provider number
- Attending/admitting provider number (if applicable)

#### Authorization

- Date of service – admission/service
- Diagnosis code(s)

#### Outpatient

- Service procedure code(s)

#### Inpatient

- Type of service (inpatient, medical, obstetrical)
- Type of admission (elective, urgent, emergency)
- Source of admission (physician, ER, other)
- Surgical procedure code(s) (if applicable)
- Surgical date (if applicable)

For authorization requests that cannot process through Blue Express, you will receive a message, "We are not able to process your request through the Blue Express system. For this request, please call us at **(800) 955-5692.**"

**Note:** Following an authorization request entry, you may say "New Request" to enter another authorization. You may interrupt the voice prompts at any time by saying or entering your response; you do not have to wait for all menu options. At any time during your call, you may say:

- Repeat – to repeat the previous message or menu
- Help – to receive detailed information about the current prompt
- Main Menu – to return to the main menu
- Goodbye – to end the call

All input will be validated by asking the caller to verify the information entered.

## Alpha Entry Instructions

When using the telephone keypad, alpha entry for provider number, diagnosis code, and procedure code may require you to press three keys as follows:

1. Press the asterisk (\*) key;
2. Press the key on which the letter appears; and
3. Press the number 1, 2, 3, or 4 to indicate the position of the letter on that key.

For example: A is entered as \* 21; V is entered as \* 83; Z is entered as \* 94

	A *21	D *31
	B *22	E *32
	C *23	F *33
G *41	J *51	M *61
H *42	K *52	N *62
I *43	L *53	O *63
P *71	T *81	W *91
Q *72	U *82	X *92
R *73	V *83	Y *93
S *74		Z *94

**Note:** Fast Trackers are for general information only and are subject to the terms and conditions of any applicable agreement, policy or procedure. Fast Trackers may be altered or amended from time to time as necessary without any notice to you. If you are using a Fast Tracker, please check periodically to be sure you have the most recent version. If you have any questions or need more detailed information, please call Utilization Management at (800) 955-5692.