Specialist Notification Quick Guide

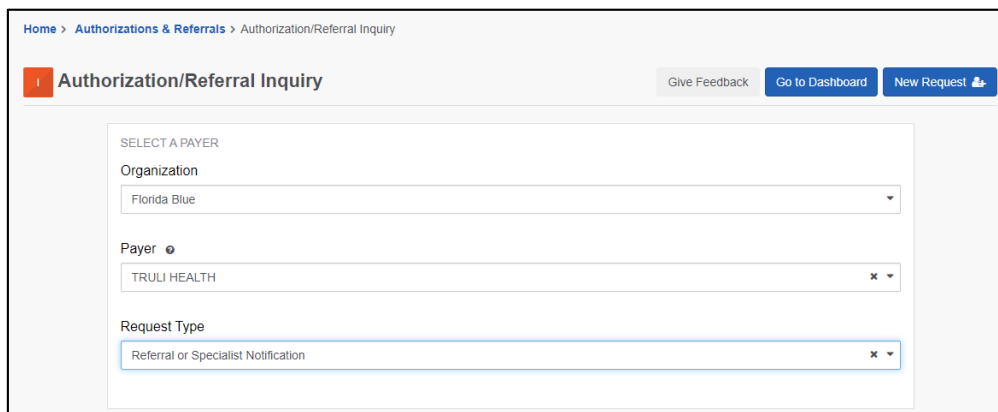Use this quick reference to help you submit a specialist notification.

Specialist Notification Requirement

All specialists, including behavioral health practitioners, gynecologists and obstetricians, and specialists providing virtual health visits, are required to submit specialist notifications.

When a Truli member schedules an appointment with a specialist, the specialist must go to Availity®[1] at 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.
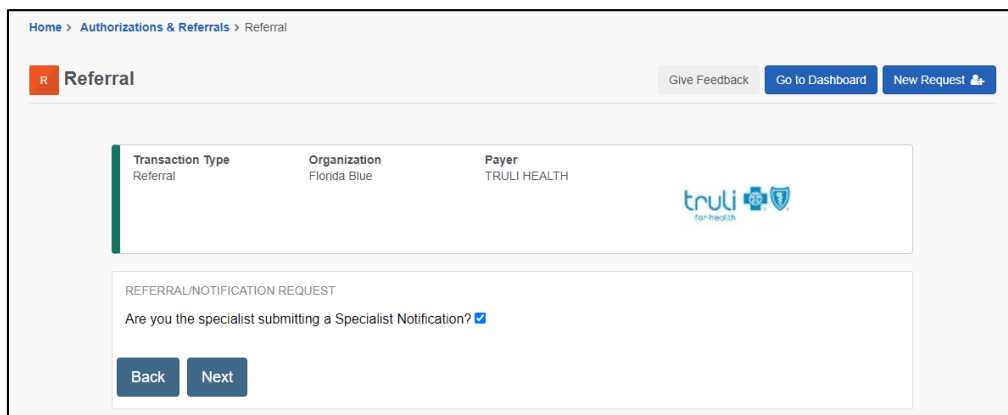
Follow this process in Availity:

1. Check to see if there is a referral on file.
    o   Go to **Authorizations & Referrals** and select **Authorization/Referral Inquiry**
    o   Organization: **Florida Blue**
    o   Payer: **TRULI HEALTH**
    o   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. If there is not a referral on file, continue with the following steps.
3. Select **Are you the specialist submitting a Specialist Notification?**

4. Complete **Patient Information** and **Requesting Provider** information.
5. This will take you to **Add Service Information.**
   - o Place of Service: **11 – Office** (Specialists must select 11 – Office)
   - o Service Date: **At least two days after notification submission date**

SERVICE INFORMATION   ☐ SHOW OPTIONAL FIELDS

Service Type ❓

Medical Care	✕ ▾

Place of Service ❓

11 - Office	✕ ▾

Service Date ❓

07/17/2020	🗓

6. 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 the Truli Payer Space; next, click on **Authorizations/Referral Inquiry Results.** 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, scroll down to **Manuals and Guides** and select **Truli for Health Provider Manual**.