

Florida Blue Web TPA – Group Exceptions

Purpose of this communication:

- To inform providers of the authorization process to follow for members under WebTPA designated group prefixes.

What do I need to know?

- For members in the WebTPA designated group plans, please contact Florida Blue via Availity for pre-certification. You may also call the telephone number on the back of the member’s insurance card to verify eligibility, benefits, and obtain pre-certification when required.
 - CareCentrix does not perform utilization management for these members.
 - Please continue to submit claims to CareCentrix.
- Providers are responsible for verifying eligibility and benefits prior to rendering any service and must bill CareCentrix for all covered services provided in accordance with the terms of the provider’s CareCentrix Provider Agreement and Provider Manual.

Process for WebTPA Members	Responsible Party
Eligibility and benefits	WebTPA
Precertification	WebTPA
Utilization management	WebTPA
Initial staffing (when referral is unattached)	CareCentrix
Claims submission	CareCentrix

WebTPA designated Groups	Prefix
Baptist Pensacola	F4W
Flagler	F4W
Tavistock	F4W
Gatorcare*	UFS
Lee Health**	LET

*Gatorcare is only WebTPA designated for home health services if the member has a PRIME EPO plan or if the request is for Dexcom and Freestyle Libre Supplies

***Lee Health is only WebTPA designated if the member is receiving services in the following zip codes:

33961	33910	33970	33924	33952	34269	34266
33901	33932	33936	33950	33949	33953	34113
33916	33994	33956	33945	34120	34104	34291

Thank you in advance for your cooperation and continued partnership.



Provider Newsflash

March 2026

33902	33965	33920	33982	33948	34102	33944
33915	34133	33972	34110	33946	34286	33960
33911	34136	33955	33951	33981	34289	34293
33907	33991	33918	33930	33947	34112	34114
33917	33912	33974	34143	34103	34268	34106
33903	33914	33922	33921	33954	33975	34107
33990	33993	33599	34108	34105	34117	34146
33919	33971	33957	33983	34116	34290	34140
33909	33908	34134	33980	34288	34287	34292
33904	33913	33927	34119	34142	34267	34295
33905	33931	33938	34109	34334	34265	34137
33906	33928	34135	33935	34224	34223	34285
33471	34276	34277	34284	34145	34272	

What do I need to do?

- Direct any continuation of services requests, add-on services, discharge notifications, or any ongoing authorization needs to the UM delegate as directed by calling the number on the back of the member's ID card.
- **If you have any questions, please reach out to your [Provider Relations contact](#) who will be happy to assist.**

Thank you in advance for your cooperation and continued partnership.