

### Florida Blue Web TPA – Group Exceptions

**Purpose of this communication:**

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

**What do I need to know?**

- For patients 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 patient’s insurance card to verify eligibility, benefits and obtain pre-certification when required.
  - CareCentrix does not perform utilization management for these patients.
  - Please continue to submit claims to CareCentrix.
- Effective January 1, 2024:**
  - Baptist Pensacola group (F4W) is included in this process.**
  - NextEra group is no longer included this process. These requests will follow the BlueCard process for registrations and groups will use the following prefixes:**
    - NextEra Energy Comp (NEJ)**
    - NextEra Energy Florida with Altnet (NEH)**
- Providers are responsible for verifying eligibility and benefits with WebTPA 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 (no longer includes NextEra)	Responsible Party
Eligibility and benefits	WebTPA
Precertification	WebTPA
Utilization management	WebTPA
Initial staffing (when referral is unattached)	CareCentrix*
Claims submission and processing	CareCentrix

\* An SRF will only be issued when CareCentrix is involved in case staffing.

WebTPA designated Groups (no longer includes NextEra)	Prefix
Baptist Pensacola	F4W
Flagler	F4W
Tavistock	F4W

Thank you in advance for your cooperation and continued partnership.



## Provider Newsflash November 2023

### 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 Availity.
- Please direct any questions to your dedicated Provider Relations contact. You can access our Contracting and Provider Relations Contact Lookup Tool linked in our [provider contact list](#).

Thank you in advance for your cooperation and continued partnership.