



news release

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Availity Successfully Completes Phase 1 of E-Health Web Portal

JACKSONVILLE, FL – November 15, 2001 – Availity, L.L.C., the innovative joint venture between Navigy, Inc., a wholly owned subsidiary of Blue Cross and Blue Shield of Florida (“BCBSF”), and HUM-e-FL, Inc., a subsidiary of Humana Inc. (NYSE: HUM), has successfully completed Phase 1 of its e-health web portal. Thirty-three physician offices throughout the state of Florida have successfully implemented and continue to use the Availity portal for specific administrative functions that were previously accomplished through either BCBSF’s Virtual Office (VO) or Humana’s e-Humana web applications. Availity has been created to enable physicians and other health care professionals in the state of Florida to transact business with both companies more quickly and efficiently through one easily accessible site, www.availity.com.

Availity is the only multi-payer web portal in Florida that enables physicians and other health care providers to transact business with BCBSF, Humana, and in the future, other payers from one portal. The user-friendly portal securely and confidentially processes provider transactions, including inquiries for patient eligibility and benefits, referrals, authorizations, claims submission and claim status inquiries.

Real-time information is making it easier, faster and more convenient for members to take advantage of their health plan benefits and having that information for multiple payers in a standard manner is relieving some of the administrative burden on health care professionals.

Over 100 sites throughout Florida have registered for the Availity portal which is free-of-charge to them. General registration is expected to be available in January of 2002, enabling all health care professionals throughout the state of Florida to register and use the Availity portal at will. Over 5,000 sites are expected to be converted from the Virtual Office and e-Humana applications to the Availity portal by December 31, 2002.

For more information, contact your local Blue Cross Blue Shield of Florida or Humana representative or visit www.availity.com.

About Availity

Availity is the only multi-payer sponsored web portal that enables physicians and other health care professionals to interact seamlessly, at no cost to them, with participating health plans in the state of Florida. Through one secure portal, health care professionals can verify patient eligibility and benefits, submit and verify claims, submit and verify referrals, submit and verify authorizations, and more with multiple health plans in real-time. For more information, including an online demonstration of the Availity portal, please visit www.availity.com or call 1.800.AVAILITY.

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