

## QUICK REFERENCE INFORMATION – Revised 11/01/09

<i>Service/Department</i>	<i>Phone/Fax</i>	<i>Purpose</i>
Provider Customer Service (Medical & Behavioral Health Services)	Ph: 866-270-2468 TDD: 800-750-0750	To respond to provider inquiries about a member's eligibility, benefits, services, claim status and payment or to request a provider directory, provider manual or handle provider complaints.
Member Services	Ph: 866-270-2422 TDD: 800-750-0750	To respond to all member inquiries, provide member handbooks, ID cards and benefit information; assist with member complaints, grievances and appeals; and PCP selection.
Medical Management Pre-Authorization/Notification	Ph: 904-244-3539 Fax: 904-244-9744	To inquire about the procedures and services outlined in the pre-authorization requirements section of this manual.
Behavioral Health Utilization Management	Ph: 904-244-9780 Ph: 904-244-9197 Fax: 904-244-9358	To respond to provider requests for extended authorizations and clarification of covered services.
Medical Case Management Disease Management	Ph: 904-244-9284 Ph: 904-244-9264 Fax: 904-244-9740	To respond to provider referrals to Disease Case Management and to answer questions about programs.
Mental Health Crisis Line	Ph: 904-695-9145 904-642-9100	To respond to member's mental health crisis 24 hours a day with access to a professional.
Enhanced Benefits Call Center	Ph: 1-866-421-8474	To assist member's in understanding the Enhanced Benefits Account Program for healthy behaviors.
Grievance and Appeals Coordinator	Ph: 904-244-9259 Fax: 904-244-9782	To respond to all active grievances, appeals, and expedited appeals cases.
State of Florida Agency for Health Care Administration (AHCA)	Ph: 888-419-3456	Administration of Medicaid 2727 Mahan Dr., Tallahassee, FL 32308
Medicaid Choice Counselors	Ph: 866-454-3959  TTD: 866-467-4970	AHCA's choice counselors to provide Medicaid recipients with unbiased information and to make managed care plan selections.
Department of Children and Families	Ph: 866-762-2237	Local office.
Transportation	Ph: 866-294-6611	Non-emergent; to and from medical appointments. Call three (3) business days in advance.
FCA Administration	Ph: 904-244-9016 Fax: 904-244-9409 Ph: 800-790-4734	Administrative offices of health plan. Web site and fax number of plan. <a href="http://www.firstcoastadvantage.com">www.firstcoastadvantage.com</a>
Contract Management/Network	Ph: 904-244-9255 Ph: 904-244-9717	To ask questions about your provider contract and participation in the network; to address education needs. To notify us of demographic information and practice changes.
Dental MCNA	Ph: 800-494-6262	To respond to all inquiries regarding eligibility/benefits related to dental services.
Vision Primary Plus	Ph: 800-393-2873	To respond to all inquiries about eligibility and services/benefits related to vision services.
Pharmacy	Ph: 866-270-2422 TDD: 800-750-0750	Member may use any Medicaid participating pharmacy. See <a href="http://ahca.myflorida.com/Medicaid/PrescribedDrug/index.shtml">ahca.myflorida.com/Medicaid/PrescribedDrug/index.shtml</a> or <a href="http://www.firstcoastadvantage.com">www.firstcoastadvantage.com</a> .
Enrollment and Eligibility	Ph: 904-244-9150 Fax: 904-244-9409	To obtain a disenrollment form for in-eligible Members assigned to FCA. All other calls related to enrollment or eligibility call Provider Customer Service at 866-270-2468.

For questions about this information, contact Contract Management department at 244-9255.