

WELCOME!

FIRST COAST ADVANTAGE
APEX PROVIDER & CUSTOMER
SERVICE





APEX
Benefits Services

Eric Magloire
Customer/Provider Services
Manager

CUSTOMER/PROVIDER SERVICES TOLL-FREE HELP LINES

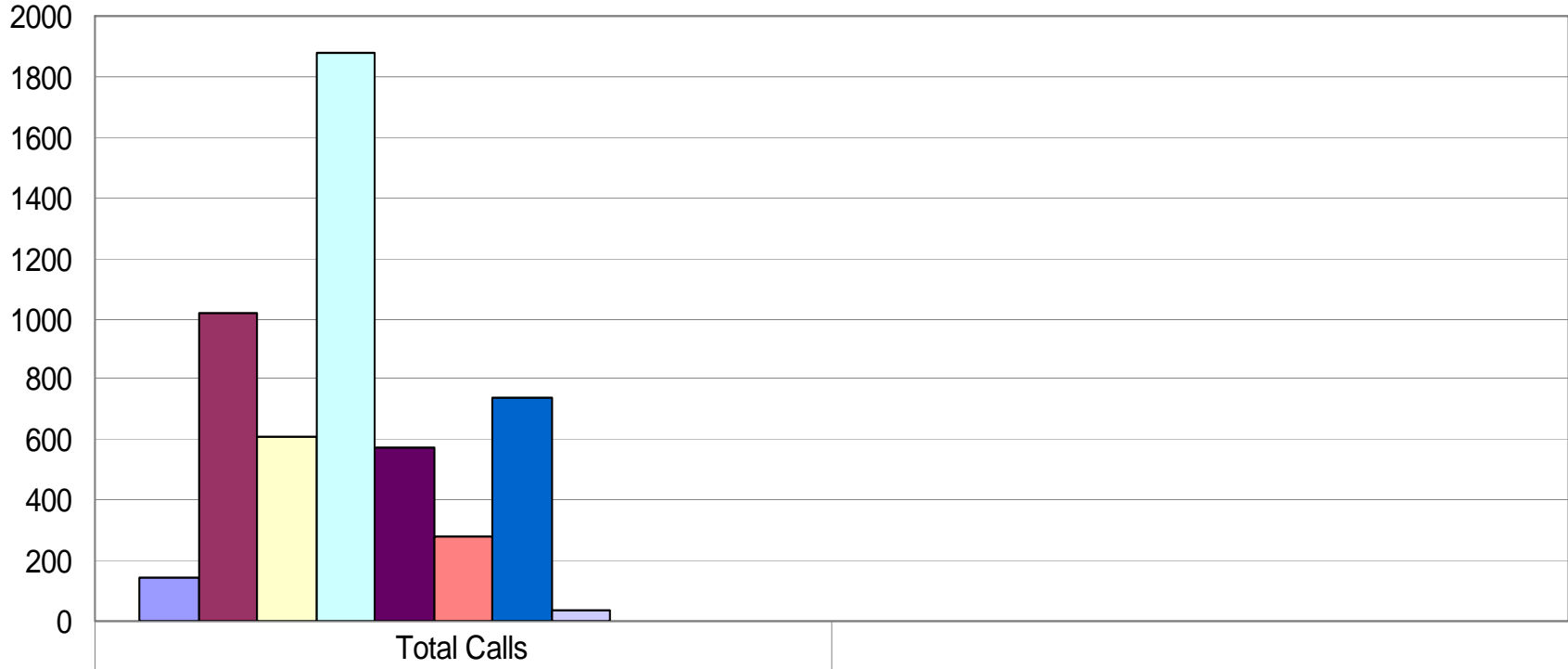
Total Calls Offered Jan-April '09 - 13,076

Apex Performance

- **2100%** calls answered within (4) rings
- **0 second** average speed of answer
- **0.41%** blocked calls
- **3.48%** Abandoned Calls
- **85.55%** 30 second service level



Call Classification



	Total Calls	
Marketing	146	3.00%
Misc Inquiries	1017	19.00%
Benefits	611	12.00%
Eligibility Inquiry	1876	36.00%
Claims Inquiries	575	11.00%
Provider Issues	276	5.00%
PCP Changes	741	14.00%
Grievances	33	1.00%

Claims Processing - First Quarter '09

Total Claims Processed	83,834
Total Claims Approved for EDS Processing	79,728 (95%)
Total Claims Rejected Upfront	1,523 (5%)

Additional Apex Performance Measure

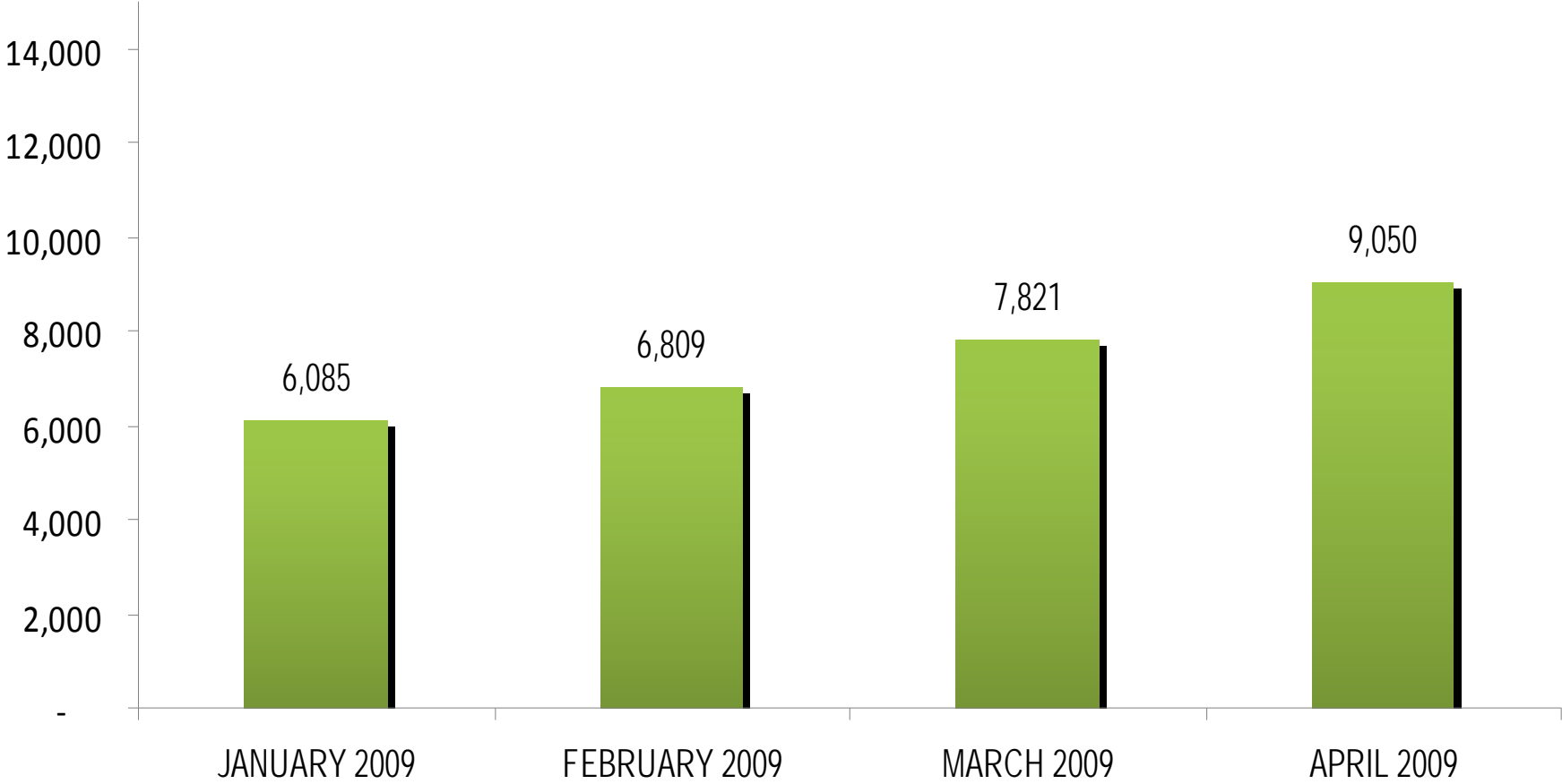
100% Receipt Notification of E-Claims within 24 hours
96% of Clean E-Claims sent to EDS within (10) Calendar Days

Average Turnaround Time **7.5 days**

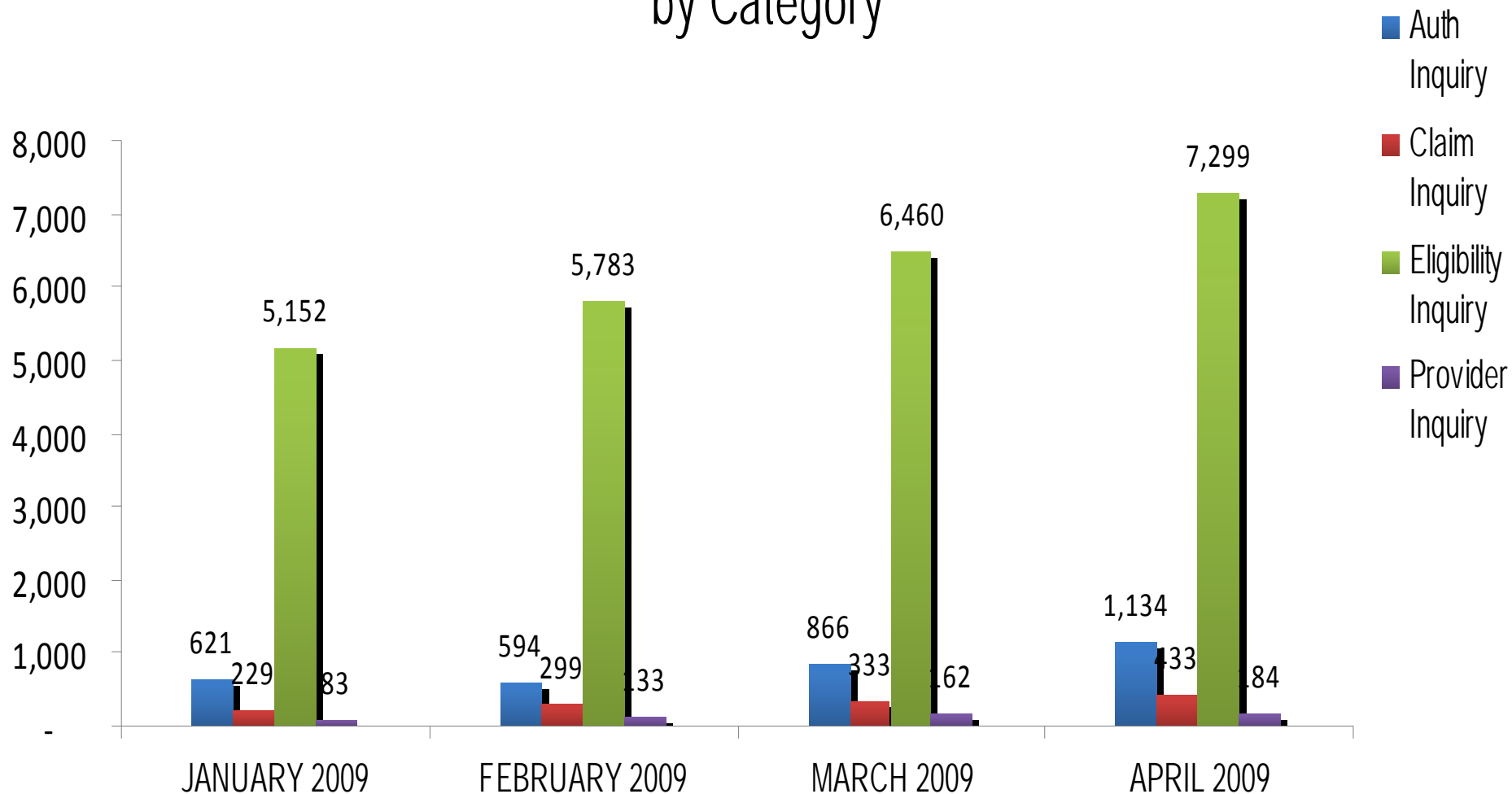
100% Receipt Available for Paper Claims within 15 days – WebPortal/CS
87% of Clean Paper Claims sent to EDS within (15) Calendar Days



First Coast Advantage Webportal Hit Activity



First Coast Advantage Webportal Activity Details by Category





Click here for updates!

- FCA ON-LINE STATUS
- TRAINING MODULE
- ABOUT US
- FCA DISASTER PLAN
- MEMBER INFORMATION
- FIND A PHYSICIAN
- PREFERRED DRUG LIST
- FAQ
- NEWSLETTER/NEWSFLASH
- PRE-AUTHORIZATION
- PROVIDER INFORMATION
- LINKS



Monthly Updates (As of May 1, 2009)
FCA Plan Benefit Materials Can Stay In Offices

FCA ONLINE STATUS ACCESS FORM

First Coast Advantage | Provider Information - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Home Mail Print Word Pad Internet Options

Address http://firstcoastadvantage.com/Provider_Info.asp Go Links Convert Select

First Coast Advantage

BETTER NETWORK. BETTER OPTIONS.

[Click here for updates!](#)

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Provider Information

First Coast Advantage is pleased to welcome you as a network provider. Together we will work with you as a team bringing our individual expertise to achieve the high standards our community expects.

- Behavioral Health Services Tier System
- Covered Services
- Child Health Check-Up
- Claims Information
- Disenrollment Guidelines
- Enhanced Benefits
- FCA Service Matrix
- FCA Provider Support Assignment
- Florida Shots Childhood Immunization Schedule
- Forms** ←
- In-Service Information

Error on page. Internet

start Microsoft Office P... Eligibility Inquiry | He... First Coast Advantag... 9:35 PM



Forms

Below is a list of Forms that may assist you in providing FCA Members with their Care.

- Behavioral Health Pre-Authorization/Notification Form
- Behavioral Health Additional Units Form
- Disenrollment Form
- DME Pre-Authorization Pricing Form
- Enhanced Benefits Form (Eng) | (Spanish)
- Expectant Mother Notification Form
- FCA On-Line Status Access Form
- Grievance and Appeals Forms
- Medical Pre-Authorization Form
- Member Change Information Form
- Member Privacy Notice
- Member Release of Medical Information

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- PRE-AUTHORIZATION
- PROVIDER INFORMATION
- LINKS
- IMPORTANT PHONE LISTS
- IN-SERVICE INFORMATION
- INTERESTED PROVIDERS
- SERVICE ALERTS

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Back Forward Stop Refresh Home Search Favorites

Address http://firstcoastadvantage.com/Forms/WebPortal_Access_Form.pdf Go Links Convert Select

Print Save Open Up Down 1 / 1 Mouse Hand Magnifying Glass Zoom 101% Collaborate Sign Comment Find

Please fill out the following form. Highlight Fields



WEBPORTAL ACCESS FORM

FAX FORM TO: (904) 366-7060
OR E-MAIL TO: fcawebportal@apex-benefits.com

Today's Date: _____

First Name: _____ Last Name: _____ Middle Initial: _____

Email Address: _____ Job Title: _____

Clinic Name: _____

Address: _____ Zip Code: _____ Phone # (____) _____

Health Portal



Default Eligibility Inquiry Welcome Eric Magloire. You are logged in as a Health Plan.

Welcome to Apex Services' Health Portal.

This online portal allows you to check eligibility and claims status, and view authorizations.

[Click here to view the Provider Manual](#)



FCA ON-LINE STATUS

Eligibility Inquiry | Health Portal - Microsoft Internet Explorer

Address: [Empty]

Health Portal

First Coast Advantage APEX Benefits Services

Logout Eligibility Claims Authorization Provider Admin

Welcome Eric Magloire. You are logged in as a Health Plan.

Eligibility Inquiry

Member Search

PCP NPI No./ Medicaid No. [Input Field]

Member No. [Input Field]

First Name [Input Field]

Last Name [Input Field]

Date of Birth [Input Field]

Status Active Only

SEARCH **RESET**

Search Results

Member No.	Member Name	Grp/Div No.	Benefit Plan
91550	ABEL, C	PC001000	FIRST COAST ADVANTAGE
968367	ABEL, C	PC001000	FIRST COAST ADVANTAGE
207483	ABEL, C	PC001000	FIRST COAST ADVANTAGE
358469	ABEL, C	PC001000	FIRST COAST ADVANTAGE
895108	ABEL, C	PC001000	FIRST COAST ADVANTAGE
304923	ABEL, C	PC001000	FIRST COAST ADVANTAGE
169657	ABEL, C	PC001000	FIRST COAST ADVANTAGE
354351	ABEL, C	PC001000	FIRST COAST ADVANTAGE
913791	ANDERSON, WANDA	PC001000	FIRST COAST ADVANTAGE
56784	ANDERSON, WANDA	PC001000	FIRST COAST ADVANTAGE

Change page: < 1 2 3 4 5 6 7 8 9 10 ... > | Displaying page 1 of 25, items 1 to 10 of 247.

Member Information

Name [Input Field]

PCP Name [Input Field] PCP Phone [Input Field]

Member No. [Input Field] PCP No. [Input Field]

Date of Birth [Input Field] Gender [Input Field]

Address Information

Address [Input Field]

Address2 [Input Field]

City [Input Field] State [Input Field] Zip [Input Field]

Home Phone [Input Field] Work Phone [Input Field]

start Wheres M... INSERVICE... ClaimsStat... Apexinserv... Eligibility In... 9:21 PM

FCA ON-LINE STATUS

Eligibility Inquiry | Health Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://healthportal.apex-benefits.com/secure/elig/elig_inquiry_mm.aspx

Health Portal

First Coast Advantage APEX Benefits Services

Logout Eligibility Claims Authorization Provider Admin

Eligibility Inquiry

Welcome Eric Magloire. You are logged in as a Health Plan.

Member Search Multiple Member Inquiry **Member Searches** 3

PCP NPI No./ Medicaid No.	<input type="text"/>	Member No.	<input type="text"/>	First Name	<input type="text"/>	Last Name	<input type="text"/>	Date of Birth	<input type="text"/>
PCP NPI No./ Medicaid No.	<input type="text"/>	Member No.	<input type="text"/>	First Name	<input type="text"/>	Last Name	<input type="text"/>	Date of Birth	<input type="text"/>
PCP NPI No./ Medicaid No.	<input type="text"/>	Member No.	<input type="text"/>	First Name	<input type="text"/>	Last Name	<input type="text"/>	Date of Birth	<input type="text"/>

Active Members Only

SEARCH **RESET**

Search Results

Member No.	Member Name	Grp/Div No.	Benefit Plan
No records to display.			

Member Detail Claim History Eligibility History

Member Information

Name	<input type="text"/>		
PCP Name	<input type="text"/>	PCP Phone	<input type="text"/>
Member No.	<input type="text"/>	PCP No.	<input type="text"/>
Date of Birth	<input type="text"/>	Gender	<input type="text"/>

Address Information

Address	<input type="text"/>				
Address2	<input type="text"/>				
City	<input type="text"/>	State	<input type="text"/>	Zip	<input type="text"/>
Home Phone	<input type="text"/>	Work Phone	<input type="text"/>		

Eligibility Information

https://healthportal.apex-benefits.com/secure/elig/elig_inquiry_mm.aspx

start | C:.. | D:.. | 5 | C:.. | 6 | 3 | W 2 | M.. | I... | E.. | 2:14 PM

FCA ON-LINE STATUS

Authorization Inquiry | Health Portal - Microsoft Internet Explorer

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Address https://healthportal.apex-benefits.com/secure/auth/auth_inquiry.aspx Go Links Convert Select

Health Portal

First Coast Advantage APEX Benefits Services

Logout Eligibility Claims **Authorization** Provider Admin

Welcome Eric Magloire. You are logged in as a Health Plan.

Authorization Inquiry

Provider Search

Provider / Practice No.

Provider Last Name

Practice Name

Provider Type Service Request

Member Search

Member No.

First Name

Last Name

Authorization Search

Authorization No.

SEARCH **RESET**

Search Results

Auth No.	Member No.	Name	Request Provider	Service Provider	From /Admit Date	To /Discharge Date	Date of Auth
No records to display.							

Auth Info Auth Service Detail

Auth Service Detail

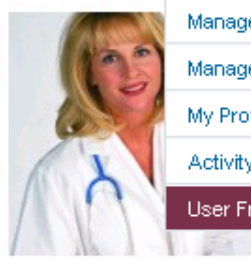
Auth No.	Serv Type	Loc	From/Admit Date	To/Dischrg Date	Quantity Authorized	Quantity Used	Proc Code	EX Code	Mod	Template Code	Servicing Prov No.	Servicing Prov Name	Servicing Prov Address
No records to display.													



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This online portal allows you to check eligibility and claims status, and view authorizations.

[Click here to view the Provider Manual](#)



- Create Account
- Manage Entities
- Manage Users
- My Profile
- Activity Detail
- User Frequency



Search Results

User Name	Email	First Name	Last Name	Access Level	Entities	Total Logins
nccjax	[redacted]@nemours.org	Nemours	Jax	Provider Elig & Auth Inqu	<ul style="list-style-type: none"> SILVA, ENRIQUE CAMPBELL, JAMES D BOLIN, MARY ROMEU, ALFREDO QUINTANA, JUAN 	1026
southside	[redacted]@JAXPEDIATRICS.COM	[redacted]	[redacted]	Provider All Inquiry	<ul style="list-style-type: none"> HAMILTON, SHAWNNA TAYLOR, NICOLE IBARRETA, JOSELITO TURK, DAWN E CARDOZA, AYUMI STRICKLER, AMY LEYVA, AURORA 	848
town	[redacted]@jaxpediatrics.com	[redacted]	[redacted]	Provider All Inquiry	<ul style="list-style-type: none"> SILVA, ENRIQUE CAMPBELL, JAMES D BOLIN, MARY ROMEU, ALFREDO QUINTANA, JUAN HAMILTON, SHAWNNA TAYLOR, NICOLE IBARRETA, JOSELITO TURK, DAWN E CARDOZA, AYUMI STRICKLER, AMY LEYVA, AURORA 	502
[redacted]	[redacted]@jax.ufl.edu	[redacted]	[redacted]	Provider All Inquiry	<ul style="list-style-type: none"> FEAGEANS, MARY E OBER JR, VINCENT H 	421
[redacted]	[redacted]h.state.fl.us	[redacted]	[redacted]	Provider Elig Inquiry		416
[redacted]	[redacted]@doh.state.fl.us	[redacted]	[redacted]	Provider Elig & Auth Inqu		393
[redacted]	[redacted]@doh.state.fl.us	[redacted]	[redacted]	Provider Elig Inquiry		380
[redacted]	[redacted]jax.ufl.edu	[redacted]	[redacted]	Provider All Inquiry		365
[redacted]	[redacted]x.ufl.edu	[redacted]	[redacted]	Provider Elig Inquiry	<ul style="list-style-type: none"> FEAGEANS, MARY E OBER JR, VINCENT H 	359
[redacted]	[redacted]@doh.state.fl.us	[redacted]	[redacted]	Provider Elig & Auth Inqu		357

FCA ON-LINE STATUS

- Future enhancements
- Viewable authorization remarks



Jacqueline Haynes – Provider Services Representative

1-866-270-2468 x 61725 or 904-366-7070 x 223

Alterman & Johnson Chiropractic

At Home Respiratory Inc.

Baptist Medical/ Wolfson – all locations

Child Guidance Center

David Weiss, MD

DCHD – all locations

Diabetic Supply & Support

Dr. Mary's Place

Family Focus Infusion, Inc.

Fralicker Chiropractic

Hope Haven Children's Clinic and Family Center

Jacksonville Pediatric Associates

Jax Mobile Imaging Services

Nemours Children's Clinic

NorthWest Jacksonville Pediatrics

OceanSIDE Pediatrics

OceanWAY Pediatrics

Pavilion Infusion, Pharmacy & Respiratory Therapy

Pediatric Associates of Argyle

Pediatric Services of America

Praxair Healthcare Service, Inc.

Rainbow Pediatrics

Sahar Aboudan Pediatrics

St. John's Pediatrics

The Carithers Pediatric

Tracy Sinha Khona, MD

Walgreens Home Care



Patrice Love - Provider Services Representative

1-866-270-2468 x 61726 or 904-366-7070 x 226

Ability Prosthetics

Advocate Medical

AHP Home Health

All About Kids Family Medical Center

American Foot Clinic

Bremer Brace

Brooks Rehabilitation - all locations

Century Ambulance

Children's Medical Group

Chiropractic Clinic of Oceanway

Community Rehabilitation Center

Davita Nephrology Partners

Fletcher's Medical

Florida Therapy Solutions

Jacksonville Beach Pediatric Center

Jacksonville Kids Pediatrics

Jacksonville Speech and Hearing Center

Dr. Johnny Jada

Mental Health Resource Center

Neighborhood Diabetes

Northwest Behavioral Health Services

Opachich Wellness Center

River Region Human Services

Shands Jacksonville - all locations

University of Florida - all locations

Uromed

Wheelchairs Plus



GENERAL Q&A – CONTACT INFORMATION

Provider Services

Phone Number:

1-866-270-2468

