

# WELCOME!

## FIRST COAST ADVANTAGE INTRODUCTION



# INTRODUCTIONS OF FCA STAFF

- **Veronica Walton – Contract Manager**
- **Glenn Kollen – Executive Director**
- **Andrea McLelland – Heath Services/Quality Director**
- **Rhonda Garrison – Pre-Authorization Nurse**
- **Patricia Armstrong – Manager Utilization Performance**
- **Angela Weakley, Marketing Manager**
- **Debbie Shelton – Claims Manager**
- **Eric Magloire – Customer/Provider Services Manager**
- **Delia Williams, Administrative Assistant**



# WEBSITE DEMO

**Veronica Walton  
Contract Manager**





- ABOUT US
- MEMBER INFORMATION
- FIND A PHYSICIAN
- FAQ
- NEWSLETTER/NEWSFLASH
- PRE-AUTHORIZATION
- PROVIDER INFORMATION
- LINKS
- CONTACT US
- IN-SERVICE INFORMATION
- SERVICE ALERTS



# GENERAL Q&A – CONTACT INFORMATION

**Veronica Walton, Contract Manager**

**Phone Number:**

904-244-9255

**Email Address:** [Veronica.Walton@jax.ufl.edu](mailto:Veronica.Walton@jax.ufl.edu)

