

OPERATIONS INFORMATION



FIRST COAST ADVANTAGE PROVIDER INSERVICE MAY 14, 15, 16 2008



QUICK REFERENCE GUIDE

<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: 904-244-9197	To respond to Providers 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.
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 HealthCare Administration (AHCA)	Ph: 888-419-3456	Administration of Medicaid. 2727 Mahan Drive, Tallahassee, Florida 32308.
Medicaid Choice Counselors	Ph: 866-454-3959 TTD:866-467-4970	AHCA's choice counselor to provide Medicaid recipients with unbiased information and to make managed care plan selections.
Department of Children and Families	Ph: 904-723-2050	Local Office
Transportation (Logisticare)	Ph: 866-294-6611	Non-emergent; to and from medical appointments. Call three (3) business days in advance.
FCA Administration www.firstcoastadvantage.com	Ph: 904-244-9016 Fax: 904-244-9409 Ph: 800-790-4734	Administrative offices of health plan. Website and fax number of plan.
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.
Marketing	Ph: 904-244-9256	To respond to marketing requests/activities and handle inquires from community partners and agencies.
Dental Service (MCNA)	Ph: 800-494-6262	To respond to all inquiries regarding eligibility/benefits related to dental services.
Vision/Eye Glasses (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 http://ahca.myflorida.com/Medicaid/PrescribedDrug/index.shtml or www.firstcoastadvantage.com .

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

Documents Updated on Website:

FCA May 2008 NewsFlash
FCA May 2008 Newsletter
FCA Provider Directory
FCA Provider Manual
FCA Provider Support List
FCA Service NPI Alerts
FCA Service Alert Lead Poisoning
Governmental Web Links (NPI Registry Database Link)



Reminder: Effective July 1, 2007, First Coast Advantage (FCA) Outpatient Hospital Services Expanded From \$1,500 to \$5,000 at Shands Jacksonville Only: :

- First Coast Advantage and Shands Jacksonville entered into an agreement in July 2007 that outpatient hospital services that exceed the \$1,500 limit will be written off.
- The \$1,500 limit is only for outpatient hospital (facility services) and this amount is not a part of a provider's reimbursement.
- Providers that render services at Shands Jacksonville and have facility services with their visit will be reimbursed, even if the member has exceeded their \$1,500 outpatient hospital limit.
- When a Medifax is run for an FCA Member, the Medifax will indicate the total amount of outpatient hospital dollars available for the member.
- Medifax will only list up to \$1,500 because this is the maximum allowable for Medicaid Beneficiaries.
- As an extra benefit for FCA Members, they have an extra \$3,500 benefit for their outpatient hospital services at **Shands Jacksonville only** and this amount will not be listed on the Medifax.
- Please remember that if a Member exceeds their \$1,500 limit and have services provided at other facilities the extra \$3,500 benefit will **not** apply.
- The FCA limit for a Member's outpatient hospital services is a total of \$5,000.
- When a Member exceeds their \$5,000 limit for FCA, staff should follow their departmental procedures for when a Patient exceeds their allotted limit.
- You can contact FCA Member Services at 866-270-2422 for information regarding Members available outpatient hospital dollars after the \$1,500 benefit has been exhausted.


Reminder: First Coast Advantage Provider In-services to be Held May 2008:

- First Coast Advantage will be hosting another provider in-service for Network Providers On May 14-16, 2008.
- Registration has begun and if you have not received your invitation, you can contact FCA at 244-9016 to register or go to the FCA website at www.firstcoastadvantage.com and look under In-service for the registration form.
- Providers are able to select from morning and afternoon sessions for In-services.
- The In-service will include the following Topics:
 - Claims
 - EDI Transmission
 - Medical Management/Pre-authorization
 - Credentialing
 - Education for Providers
 - Provider Relations Education



Reminder: Effective March 1, 2008, First Coast Advantage (FCA) New Process for Pre-Auth Responses:

- To improve efficiency, FCA has adopted a new process for responding to providers Pre-Authorization Requests.
- The following template will be sent to your office via e-mail, rather than faxing back a response on the Pre-Auth Form.
- If your office does not have e-mail capability, FCA will fax the pre-auth information back to your office.

 <p>First Coast Advantage</p> <p>Your FCA Authorization Information</p>									
Member:									
DOS/First DOS:									
Referred to Provider:									
No. of Approved Visits:									
Authorization Number:									
Auth Valid Thru/Expiration Date:									
<input type="checkbox"/> Outpt Office	<input type="checkbox"/> Outpt Surgery	<input type="checkbox"/> DME	<input type="checkbox"/> HHC	<input type="checkbox"/> Diag. Proc.					
<input type="checkbox"/> 23 Hour Observ	<input type="checkbox"/> Inpatient Stay								

- Initially, your process will remain the same.
- Staff should continue to fax their Pre-Auth requests to (904) 244-9744.
- The only change for your staff is they would need to provide their e-mail address for where the response is to be sent back (or list that no e-mail address is available).
- The Pre-Auth Form has been updated to include a section for this information to be provided.
- Please go to the www.firstcoastadvantage.com website to get the latest version of the FCA Pre-Auth Form.
- The authorization information will be forwarded back to the e-mail address provided on the pre-auth form or that FCA has on record for the provider's office.
- With this new process, staff will be able to print a copy of our response for the patient file, and the information will remain in your e-mail inbox until you are ready to delete it.

For questions call FCA's pre-auth department at 244-3539.



Important Reminder: Florida Medicaid Update on NPI Compliance:

Florida Medicaid's current NPI contingency plan is scheduled to end May 23, 2008. Please be advised that ACS will **NOT** accept electronic claims for processing without the appropriate NPI solution to identify **ALL** providers in claim transactions beginning **May 23, 2008**.

Please be sure to use the NPI solution to identify all providers noted in an EDI transaction including Billing Provider, Treating Provider, Referring Provider, Facility Provider, etc. AHCA and First Coast Advantage urge providers to begin submitting claims now with the NPI solution as registered with Florida Medicaid.

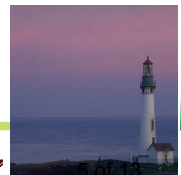
- Electronic claims received by ACS beginning May 23, 2008, must include the NPI solution to identify all providers included in the claim transaction. To ensure this timeline is met and minimize delays in claims processing, ***FCA requests all electronic claims include the NPI solution to identify all providers included in the claim transaction beginning April 23, 2008.***
- Any claim received prior to May 23, 2008 that is submitted without the NPI **may** be rejected by ACS. First Coast Advantage will do everything possible to get all claims submitted to ACS prior to the NPI deadline. However, if a claim is pending for any reason which results in a submission after May 23, 2008 and the claim does not have an NPI solution it will be rejected by ACS.
- If a claim needs to be resubmitted to the Medicaid Fiscal Agent, the provider will have to resubmit the claim to First Coast Advantage if the original claim was received prior to May 23, 2008 to ensure the NPI solution is on the claim.
- For information on frequently asked questions and a quick reference for NPI EDI submission, please visit the FCA website http://www.firstcoastadvantage.com/Claims_info.asp.
- Please feel free to contact Veronica Walton at (904)-244-9255 with any questions.

Important Reminder: Child Health Check-up Program (CHCUP) – Formerly EPSDT

- First Coast Advantage and its network providers are responsible for ensuring that all children, from birth through 20 years of age, in our plan receive periodic screenings that are appropriate to the child's age.
- FCA utilizes the periodic schedule as recommended by the American Academy of Pediatrics and the Florida Pediatric Society.
- CHCUP is a comprehensive history and exam consisting of:
 - Comprehensive health and developmental history (including assessment of past medical history, developmental history, and behavioral health status)
 - Comprehensive unclothed physical exam
 - Developmental assessment
 - Nutritional assessment
 - Appropriate immunizations
 - Laboratory testing including blood lead test where required
 - Dental screening including direct referral to a dentist for members beginning at 3 years of age or earlier as indicated.
 - Vision screening including objective testing when required
 - Hearing screening including objective testing when required, diagnosis and treatment, and referral and follow-up, as appropriate
 - Health education including anticipatory guidance
- In order to ensure that all of the above components are met during the exam, FCA strongly encourages the use of the Child Health Check-Up Tracking Forms.
- These forms are available in the Florida Medicaid Child Health Check-Up Coverage and Limitations Handbook on the ACS website: http://floridamedicaid.acs-inc.com./XJContent/Child_Health_Check-UpHB.pdf?id=000000000096
- You may also obtain a copy of the CHCUP tracking forms on the FCA website under the Provider Information Section. http://www.firstcoastadvantage.com/Child_Check_Up.asp

The only way of finding the limits of
the possible is by going beyond them
into the impossible.

- Arthur C. Clarke



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By First Coast Advantage

**MAY
2008**

INSIDE THIS ISSUE:

New Providers	2
Medicaid Fiscal Agent Changing	2
Specialist Referrals	2
NPI Compliance	3
Child Health Check-up Reminder	3
Pre-Authorization Update	3
Claims overview	4
Hedis Audit Begins	5
Behavioral Health Facilities	5
Transportation Information	5
Provider Rep Assignment	5
Special Walk-inClinic Hours	6

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Please remember that if a Member exceeds their \$1,500 limit and have services provided at other facilities the extra \$3,500



benefit will not apply.

The FCA limit for a Member's outpatient hospital services is a total of \$5,000. When a Member exceeds their \$5,000 limit for FCA, staff should follow their departmental procedures for when a Patient exceeds their allotted limit. You can contact FCA Member Services at **866-270-2422** for information regarding Members available outpatient hospital dollars after the \$1,500 benefit has been exhausted.

**We're on the
WEB!**

www.firstcoastadvantage.com

*Administrative
Office:
904-244-9016*

*Provider Services:
1-866-270-2468*

First Coast Advantage In-Service Scheduled May 2008

First Coast Advantage will be hosting another provider in-service for Network Providers On May 14-16, 2008. Registration has begun and if you have not received your invitation, you can contact FCA at 244-9016 to register or go to the FCA website at www.firstcoastadvantage.com and look under In-service for the registration form. Providers are able to select from morning and afternoon sessions for In-services. The In-service will include the following Topics:

- Claims
- ACS to EDS Transition (Medicaid Fiscal Agent)
- EDI Transimission (Electronic)
- Medical Management/Pre-authorization Procedures
- Credentialing
- Education for Providers
- Provider Relations Education

New FCA Providers:

Ancillary

Neighborhood Diabetics Inc. (866) 716-9804

Behavioral Health

Amber Daveline, M.A. (904) 745-3070 ext. 200
 Anne Barufauldi, LMHC (904) 642-9100
 Gus Fricke, ARNP (904) 695-9145
 George Gharda-Ward, M.D. (904) 725-9701
 Deborah Nightengale, M.S. (904) 745-3070 ext.301
 David Sall, M.D. (904) 244-1476
 Pamela Smith, M.A. (904) 448-4700 ext 120

Community

Leticia Abrea, M.D.	(904) 807-9112	Pediatrics
Liberty Dizon, M.D.	(904) 807-9112	Pediatrics
Iris Eisenberg, M.D.	(904) 751-9491	Pediatrics
Charles McIntosh, M.D.	(904) 765-5249	Pediatrics
Shelly Thompson, M.D.	(904) 765-5249	Pediatrics
Elena Model-Rybakova, M.D.	(904) 246-0644	Pediatrics
Babara O'Reilly, M.D.	(904) 246-0644	Pediatrics
Mary Soha, M.D.	(904) 393-4700	Pediatrics
Ann Von Thron, M.D.	(904) 246-0466	Pediatrics
Anne Beattie	(904) 355-3403	Speech & Hearing
Sharon Kesler, SLP	(904) 355-3403	Speech & Hearing
April Lane, OT	(904) 346-5100	Occutpational Therapist
Fenja Mattson, AUD	(904) 355-3403	Speech & Hearing
Lynda Papale, SLP	(904) 355-3403	Speech & Hearing
Elizabeth Pearson, CCC-A	(904) 355-3403	Speech & Hearing
Rachel Whorton, SLP	(904) 355-3403	Speech & Hearing



Department of Health

Arsenia Alignay, M.D.	(904) 253-1510	Pediatrics
Maribel Monsalve, M.D.	(904) 253-1510	Pediatrics
Prasanthi Reddy, M.D.	(904) 253-1090	Pediatrics
Deepica Reddy, M.D.	(904) 253-2785	Internal Medicine
Jodi Fair, D.M.D.	(904) 253-1210	Dental

University of Florida

Jessica Sibbald (Evers), PAC (904) 244-3950 Neuro-Surgery

Medicaid Fiscal Agent Changing July 2008

Medicaid has postponed the ACS to EDS transition for their Fiscal Agent. ACS will be the Medicaid fiscal agent through June 30, 2008. EDS will assume the fiscal agent respon

sibilities on July 1, 2008. For more detail information, you can go to http://myflorida-medicaid.com/provider_readiness/

Specialist Referral Reminder

Referrals from Primary Care Providers to a Specialist do not require a referral number from FCA. Specialist to Specialist referrals are permitted.

Specialist providers can contact FCA to obtain an authorization for those

services that require authorizations. For a list of services that require an authorization, go to the FCA website at www.firstcoastadvantage.com under pre-authorization.

You can contact him at 358-1211.

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May 2008

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Child Health Check-up Program Reminder



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FCA utilizes the periodic schedule as recommended by the American Academy of Pediatrics and the Florida Pediatric Society. CHCUP is a comprehensive history and exam consisting of:

Comprehensive health and developmental history (including assessment of past medical history, developmental history, and behavioral health status) Comprehensive

un clothed physical exam, Developmental assessment, Nutritional assessment, Appropriate immunizations, Laboratory testing including blood lead test where required, Dental screening including direct referral to a dentist for members beginning at 3 years of age or earlier as indicated.

Vision screening including objective testing when required, Hearing screening including objective testing when required, diagnosis and treatment, and referral and follow-up, as appropriate, Health education including anticipatory guidance.

In order to ensure that all of the above

components are met during the exam, FCA strongly encourages the use of the Child Health Check-Up Tracking Forms. These forms are available in the Florida Medicaid Child Health Check-Up Coverage and Limitations Handbook on the ACS website: http://floridamedicaid.acs-inc.com/XJContent/Child_Health_Check-UpHB.pdf?id=000000000096. You may also obtain a copy of the CHCUP tracking forms on the FCA website under the Provider Information Section. http://www.firstcoastadvantage.com/Child_Check_Up.asp

Pre-Authorization Information Updated

The January 2008, First Coast Advantage Pre-Authorization List was updated with the following changes: Transportation: Verbal authorization is required by Logisticians for transportation of members 60 miles or greater in one direction.

The Pre-authorization list has been updated and is posted on the First Coast Advantage website at www.firstcoastadvantage.com and the

Managed Care website. At the top of the Pre-Auth Form check boxes have been added for the requesting provider staff to indicate if the request is **new**, **old** or an **updated** authorization.

Changes have also been made to the contact name, phone and fax number section of the form. The fields have been renamed so that the appropriate provider representative contact information is eas-

ily identified when requests are returned. The Pre-authorization form has been updated and is posted on the First Coast Advantage website at www.firstcoastadvantage.com and the Managed Care website.

We're on the WEB!

Pre-authorization Procedures

To improve efficiency, FCA has adopted a new process for responding to providers Pre-Authorization Requests.

The Pre-Auth Form has been updated to include a section for this information to be provided. Please go to the www.firstcoastadvantage.com website to get the latest version of the FCA Pre-Auth Form.

The template provided right will be sent to your office via e-mail, rather than faxing back a response on the Pre-Auth Form. If your office does not have e-mail capability, FCA will fax the pre-auth information back to your office.


The authorization information will be forwarded back to the e-mail address provided on the pre-auth form or that FCA has on record for the provider's office.

Initially, your process will remain the same. Staff should continue to fax their Pre-Auth requests to (904) 244-9744.

With this new process, staff will be able to print a copy of our response for the patient file, and the information will remain in your e-mail inbox until you are ready to delete it.

The only change for your staff is they would need to provide their e-mail address for where the response is to be sent back (or list that no e-mail address is available).

For questions call FCA's pre-auth department at 244-3539.

 Your FCA Authorization Information				
Member:				
DOS/First DOS:				
Referred to Provider:				
No. of Approved Visits:				
Authorization Number:				
Auth Valid Thru/Expiration Date:				
q Outpt Office	qOutpt Surgery	qDME	qHHC	qDiag. Proc.
q23 Hour Observ	qInpatient Stay			



DME Pre-Authorization Pricing Update

Effective February 1, 2008, all FCA DME pre-authorization pricing request form has been updated to include a statement regarding the claims submission process. All DME services that require pre-authorization pricing from FCA claims must be submitted paper.

These claims require documentation that needs to be attached to the claim form. If anyone has any questions, please call FCA Pre-authorization department at 244-3539.

Comprehensive Hemophilia Disease

Effective April 1, 2008, AHCA will implement their Comprehensive Hemophilia Disease Management Program.

All Medicaid beneficiaries who have a bleeding disorder (hemophilia, or von Willebrand) and who use factor replacement therapies are required to be enrolled in the Comprehensive Hemophilia Disease Management Program to receive their factor replacement

Evidence Based Practice for Community Behavioral Health

First Coast Advantage sponsored a seminar about Evidence Based Practice in Community Behavioral Health on February 8, 2008.

Dr. Lazoritz, FCA's Behavioral Health Medical Director and University of Florida Professor, presented on the importance of measurable and objective treatment planning and major diagnoses seen in Community Behavioral Health.

Area Health Education Center (AHEC) of North East Florida was able to provide 1.5 CEUs for Social Workers,

products and related services.

Members may choose which company they prefer and may change at any time. FCA will coordinate care for their Members with the provider and AHCA approved organizations.

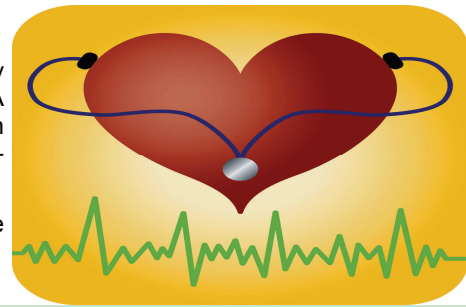
AHCA has contracted with Hemophilia of the Sunshine State (HOSS) and Caremark.

Claims Overview Updated

FCA Claims Overview has been updated with APEX (TPA) EDI current trading partners for claims submission. The trading partners are the clearinghouses that APEX has a contractual agreement for claims submission.

These clearinghouses submit their claims to and APEX forwarded the claims to the State for processing. Claim appeal information has been changed to reflect claims payment appeals process.

BBA Exception process for providers who exceed their 45-day inpatient limit.



Per FCA's contract with AHCA, we are required to do annual chart reviews at all FCA PCP offices. FCA is also required to do medical record reviews for the HEDIS performance measures.

The chart audit will consist of reviewing documentation in the chart and ensuring that it meets Medicaid guidelines. For HEDIS measures the audit it will consist of documentation that will be reported to AHCA on 5 specific performance measures.

The report is due to AHCA by July 1, 2008. FCA will do both audits at the same visit and this will only have to be done once a year. Staff will contact the physician's offices to schedule a mutually agreeable time and will fax them a copy of the FCA Members charts they will need pulled for review.



Participating Behavioral Health Facilities

First Coast Advantage (FCA) Outpatient Behavioral Health Services Referral Reminder:

The following Outpatient Behavioral Health Providers are In-Network for First Coast Advantage members. Please refer all members in need of behavioral health outpatient services to the providers listed below. For questions contact FCA Behavioral Health Coordinator at 244-9780.

Mental Health Center of Jacksonville
(Adults Only)
3333 West 20th Street
(904) 695-9145

Northwest Behavioral Health
(Children and Adults)
2392 North Edgewood Avenue
(904) 781-7797 (Adult)
(904) 781-0600 (Children)

Duval County Health Dept.
(Children and Adults)
515 West 6th Street
(904) 256-2708

Mental Health Resource Center
(Children and Adults)
11820 Beach Boulevard
(904) 642-9100

Community Rehabilitation Center
(Adults Only)
623 Beechwood Street
(904) 358-1211

Hope Haven
(Children's Med Mgmt Only)
4600 Beach Blvd.
(904) 346-5100

River Region Human Services
(Adults Only)
390 Park Street
(904) 899-6300

Child Guidance Center
(Children Only)
(Locations throughout city)
5776 St. Augustine Road
(904) 448-4700

Nemours Children's Clinic
(Children's Med Mgmt Only)
807 Children's Way
(904) 390-3600

First Coast Advantage Transportation Vendor Information

Logisticare is First Coast Advantage transportation vendor and 24 hour advance notice is required for appointments.

Service Representative call FCA Provider Service Unit at 1-866-270-2468.

Logisticare's Call Center is available 24 hours a day, 7-days a week, to schedule an appointment. If you have any questions regarding transportation or would like to speak with a Provider

For FCA Members whose first language is **Not** English, please contact FCA Member Services Department at 1-866-270-2422 to get interpreter assistance to set up transportation appointment.

First Coast Advantage Provider Service Representative Assignment

First Coast Advantage (FCA) is pleased to announce that Jacqueline Haynes and Patrice Love will now also provide personalized assistance to assigned providers. Providers can find their personalized representatives name on the FCA website at www.firstcoastadvantage.com, under Provider Information and

look for the FCA Provider Support Assignment.

Providers can contact their corresponding Provider Services Representative whenever they need assistance by calling FCA Provider Service line at 1-866-270-2468.

First Coast Advantage Offers Special Clinic Hours for Walk-Ins

May 2008

The following UF and Shands Clinics identified below have specific hours for walk-ins and extended hours by appointment. For after 5:00 p.m. appointments, call Eastside Family Practice at (904) 359-9696. FCA's Walk-in and Extended Care Flyer can be obtained on the First Coast Advantage website at www.firstcoastadvantage.com under Service Alerts. On the Managed Care website, under First Coast Advantage under service alerts

Morning Walk-ins:

Brentwood Primary Care	Monday thru Friday: 8:00 a.m. until 12:00 p.m.
C.B. McIntosh Pediatric Center	Tuesday & Thursday: 8:00 a.m. until 11:30 a.m.
Commonwealth Family Practice	Monday thru Friday: 6:00 a.m. until 12:00 p.m.
College Park Family Practice	Monday thru Friday: 8:00 a.m. until 10:00 a.m.
Soutel Plaza Family & Pediatrics	Monday thru Friday: 8:00 a.m. until 10:00 a.m.
Murray Hill Family Practice	Monday thru Friday: 8:00 a.m. until 10:00 a.m.

Mornings/Afternoons Walk-ins:

Eastside Family Practice	Monday thru Thursday: 8:00 a.m. until 3:00 p.m.
Eastside Family Practice	Friday 8:00 a.m. until 2:00 p.m.

Afternoon Walk-ins:

Brentwood Primary Care	Monday thru Friday: 1:00 p.m. until 3:00 p.m.
C.B. McIntosh Pediatric Center	Monday thru Wednesday: 1:00 p.m. until 4:30 p.m.

Extended Appointment Hours:

Eastside Family Practice	Monday thru Friday: After 5:00 p.m. By Appointment Only
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WWW.
FIRSTCOASTADVANTAGE
.COM

We're on the
WEB!

Contact Us...

If there is any issue which you would like to see clarified in our Newsletter, feel free to let us know. You can reach us at (904) 244-9016. We look forward to continuing to serve our members and your patients together with you.

Administrative Office:
904-244-9016

Provider Services:

Success is the sum of small efforts, repeated day in and day out.

-Robert Collier





Is your PCP's Office Closed?
Can't get a time to visit your
doctor today?



First Coast Advantage has
Walk-In and Extra Care Clinic
Hours for you to use.

Do you need to get to your
doctor visits?



If you are not able to get to
your doctors office, First Coast
Advantage Transportation service
is Logisticare and is on hand
free of charge, 24 hours a day.
Call 1-866-294-6611 with 24
hours notice to plan your ride.

Questions?



Feel free to call
FCA Member Services
at 1-866-270-2422.

Published 01/2008

Walk-In Clinic Hours UF & Shands locations

SPECIAL HOURS FOR WALK-IN & EXTENDED CARE HOURS

For After 5:00 p.m. Appointments Only: Call Eastside Family Practice at (904) 359-9696

Commonwealth Family Practice (UF Clinic)
761 Edgewood Avenue
(904) 633-0500
Monday thru Friday 6:00 a.m. - 12:00 p.m.
Accepting new patients

Commonwealth at College Park Family Practice (UF Clinic)
1697 Kings Road
(904) 633-0500
Monday thru Friday 8:00 a.m. - 10:00 a.m.
Accepting new patients

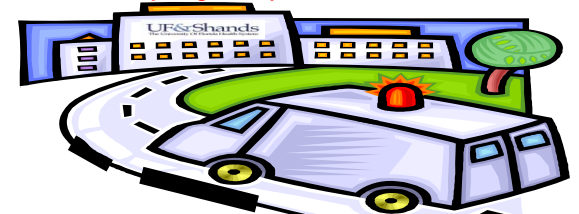
Soutel Plaza Family & Pediatrics (UF Clinic)
5045 Soutel Drive Suite 12
(904) 633-0500
Monday thru Friday 8:00 a.m. - 10:00 a.m.
Accepting new patients

Murray Hill Family Practice (UF Clinic)
5205 Normandy Blvd
(904) 633-0500
Tuesday thru Thursday 8:00 a.m. - 10:00 a.m.
Not accepting new patients

C.B. McIntosh Pediatric Center Walk-in
555 W. 11th Street
(904) 244-4110
Monday & Wednesday 1:00 p.m. - 4:30 p.m.
Tuesday & Thursday 8:00 a.m. - 11:30 a.m.
Accepting new patients

Eastside Family Practice (Shands Clinic)
1155 East 21st Street
(904) 633-0500
Monday thru Thursday 8:00 a.m. - 3:00 p.m.
Friday 8:00 a.m. - 2:00 p.m.
For Appointments after 5:00 p.m.
call (904) 359-9696
Accepting new patients

Brentwood Primary Care
3465 Village Center Drive
(904) 355-1893
Mornings: 8:00 a.m. - 12:00 noon
Afternoons: 1:00 p.m. - 3:00 p.m.
Accepting new patients



UF&Shands

The University of Florida Health System
Operations In-Service Handouts May 2008

ZIP Codes serving the county of
Duval County

ZIP Code	City
32009	BRYCEVILLE
32073	ORANGE PARK
32099	JACKSONVILLE
32201	JACKSONVILLE
32202	JACKSONVILLE
32203	JACKSONVILLE
32204	JACKSONVILLE
32205	JACKSONVILLE
32206	JACKSONVILLE
32207	JACKSONVILLE
32208	JACKSONVILLE
32209	JACKSONVILLE
32210	JACKSONVILLE
32211	JACKSONVILLE
32212	JACKSONVILLE
32214	JACKSONVILLE
32215	JACKSONVILLE
32216	JACKSONVILLE
32217	JACKSONVILLE
32218	JACKSONVILLE
32219	JACKSONVILLE
32220	JACKSONVILLE
32221	JACKSONVILLE
32222	JACKSONVILLE
32223	JACKSONVILLE
32224	JACKSONVILLE
32225	JACKSONVILLE
32226	JACKSONVILLE
32227	JACKSONVILLE

ZIP Code	City
32228	JACKSONVILLE
32229	JACKSONVILLE
32231	JACKSONVILLE
32232	JACKSONVILLE
32233	ATLANTIC BEACH
32234	JACKSONVILLE (Baldwin)
32235	JACKSONVILLE
32236	JACKSONVILLE
32237	JACKSONVILLE
32238	JACKSONVILLE
32239	JACKSONVILLE
32240	JACKSONVILLE BEACH
32241	JACKSONVILLE
32244	JACKSONVILLE
32245	JACKSONVILLE
32246	JACKSONVILLE
32247	JACKSONVILLE
32250	JACKSONVILLE BEACH
32254	JACKSONVILLE
32255	JACKSONVILLE (Mandarin)
32256	JACKSONVILLE (Bayard)
32257	JACKSONVILLE
32258	JACKSONVILLE
32266	NEPTUNE BEACH
32267	JACKSONVILLE
32277	JACKSONVILLE