



## Documents Updated on Website:

- EDS Medicaid Issues Log (**New on Links**)
- Enhanced Benefit Flyer (**Updated**)
- FCA Behavioral Health In-Service
- FCA Pre-Authorization List (**Updated**)
- FCA April 2009 NewsFlash
- FCA Provider Directory
- FCA Provider Manual
- FCA Service Alert (**March 2009 Obtaining Pre-Authorizations On-line**)
- FCA Service Alert (**March 2009 Podiatry and Chiropractic Auth Changes**)
- Florida Shots Website (**New on Links**)
- Florida Shots Childhood Immunization Schedule (**New**)
- Medicaid Denial Codes (**New on Links**)
- Medicaid P. O. Box Chart (**New on Links**)
- Medicaid Choice Counseling Link (**New on Links**)
- Medicaid Plans Comparison Chart (**New on Links**)



## Effective March 1, 2009, OB And Ultrasound Related Authorizations Are Now Considered Routine for FCA:

- First Coast Advantage (FCA) has been experiencing an increased number of stat requests authorizations for OB visits and ultrasounds for members presenting for their first prenatal visit.
- FCA is requesting that these services be requested as routine rather than a stat request to FCA preauthorization department.
- Services provided will be honored.
- Authorization for these services will be completed within 72 hours and can be viewed on the FCA WebPortal.
- If you do not have a password for the FCA WebPortal, you can obtain an On-Line Status Access form on our website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) and select [Provider Information/Forms/FCA On-Line Status Access Form](#) and fax form to 904-366-7060 or contact FCA's Provider Service Line at 1-866-270-2468.

## Medicaid Choice Counseling Link Now On First Coast Advantage (FCA) Website:

- FCA has added a link on our website for easy access to Medicaid's Choice Counseling Link.
- Just click on Links and look under Government Organizations for Medicaid Choice Counseling.
- If anyone has any questions regarding information on this website, please contact your Medicaid Local Area 4 Representative.

## Medicaid Plans Comparison Chart Now On First Coast Advantage (FCA) Website:

- FCA has added a link on our website for easy access to Medicaid Plans Comparison Charts for Children & Families and Aged and Disabled Beneficiaries.
- Just click on Links and look under Government Organizations for these two links.
- All Medicaid Beneficiaries will be able to compare benefits for all Medicaid Reform Plans in Clay, Baker, Duval and Nassau Counties.
- However, FCA is only servicing Beneficiaries in Duval County.
- If anyone has any questions regarding information on this website, please contact your Medicaid Local Area 4 Representative.



## **Effective March 1, 2009, First Coast Advantage Marketing Materials Must Be Removed**

### **From Clinics:**

- The Agency for Healthcare Administration (AHCA) has updated FCA's contract with an Amendment regarding marketing materials in provider offices.
- They have also changed the name of the Marketing Representatives to Community Outreach Representatives (COR).
- This Marketing Amendment has limited the information that the COR's can provide to potential Members as well as the information that can be placed in provider offices.
- All marketing materials, brochures, pamphlets, request for benefit information (RBI) cards, choice counseling business cards, etc., must be removed from all provider offices.
- RBI cards are completed by the Member requesting information about FCA.
- **Providers can keep any poster that has language that the providers are participating in First Coast Advantage.**

Some of the new language in the Amendment states as follows:



### **PROHIBITED ACTIVITIES:**

- Discussing, explaining or speaking to a potential member about Health-Plan-benefit-specific information other than to referring all Health Plan inquiries to Choice Counseling at 1-866-454-3959.
- Distributing any Community Outreach Materials without prior written consent from FCA and a written notice from FCA to the Agency.
- Distributing any Marketing materials, brochures, pamphlets, Request for Benefit Information (RBI).
- Terry Lee and Angela Weakly, FCA Marketing/ORC Representative will be coming out to your offices to pick up these materials.

## **Clarification of First Coast Advantage (FCA) Authorization Process for Hospital Post Discharge Services:**

- The following is the process that hospital should following when requesting services that require authorizations for FCA members when they are discharged from a hospital.
- All ancillary services that require an authorization after hospital discharge must be obtained from FCA prior to contacting the provider, (Home care, DME, etc.) to obtain authorization.
- The process is as follows:
  - Fax the physician orders to the FCA Case Manager's at 244-9740.
  - Authorization must be requested 24 hours prior to discharge whenever possible we realize this is not always possible.
  - A prompt response from FCA will be provided to Case Managers in order to facilitate a timely hospital discharge.
  - Hospital Case Managers will provide authorization number to ancillary provider for requested services.
  - For all hospital discharges after hours or on the weekends, please follow process below:
    - The hospital Case Manager needs to fax orders to FCA at 244-9740.
    - Case Managers should contact the ancillary provider to service the patient.
    - FCA will honor all authorization requests if the above process was followed.
    - On the next business day, FCA will contact ancillary providers with an authorization number.
- Please contact the FCA Case Managers directly by phone or beeper for assistance.

### **Sherry Hall**

Phone: 244-9743

Pager: 306-3969

### **Kathy Pendergrass**

Phone: 244-9793

Pager: 393-5354





## **Reminder: First Coast Advantage (FCA) Optometry Referral:**

- CompBenefits/Primary Plus is First Coast Advantage Contracted Vendor for Vision.
- Routine vision examinations should be performed by a participating Optometrist.
- Refer to FCA Provider Directory for participating providers, located on FCA website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) under **Find a Physician**.
- All referrals for eyeglasses should be made to a participating Optometrist.
- Referrals to an Ophthalmologist for a vision examination for eyeglasses will not be accepted by a CompBenefits/Primary Plus, Optometrist.
- Optometrist **will not** provide eyeglasses for any vision exams performed by an Ophthalmologist.
- Ophthalmology referrals should be made for all diagnoses associated with diseases of the eye, i.e. cataracts.



## **Effective February 10, 2009, Shands Home Health Intake New Toll Free Fax # For Referrals**

- Effective February 10, 2009, Shands Home Health Intake Department has a new toll free fax number for referrals. The number is 1-866-832-9305.
- The local number of (904) 244-9906 is no longer being used for intake purposes.

## **Medicaid P.O. Box Chart For Submission of Documents Now on FCA Website:**

- When submitting documents to the EDS Mailroom please remember to send them to the correct PO Box.
- Sending documents to the wrong PO Box can result in untimely or incorrect processing.
- Please view the [chart](#) that lists each PO Box and its use as a reference on the FCA website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com), under Links, Medicaid P.O. Box Chart.

## **Effective March 1, 2009, First Coast Advantage (FCA) Routine Authorization Timeframe Changes and Confirmations:**

- FCA has changed its turnaround time for routine authorization requests from 48 to 72 hours.
- Due to the number of providers requesting authorizations, FCA had to change its turnaround time to meet the needs of the provider and make it more efficient for the providers to retrieve their authorizations in a timely manner.
- Effective March 1, 2009, 72 hours after submission, participating providers will be able to view already requested routine authorization numbers on-line by logging on to FCA's website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com).
- Effective July 1, 2009, FCA Pre-authorization department will no longer e-mail or fax routine authorization numbers back to providers.
- Once logged onto the FCA website just select [FCA On-Line Status](#).
- **You must have a password to access FCA's webportal for Authorizations.**
- For information on obtaining a password, you can go to our website and select [Provider Information/Forms/FCA On-Line Status Access Form](#) and fax form to 904-366-7060 or contact FCA's Provider Service Line at 1-866-270-2468.
- If a routine authorization number has **not** been posted on the FCA website within 72 hours, providers can send an e-mail to FCA at [pre.authorizations@jax.ufl.edu](mailto:pre.authorizations@jax.ufl.edu) for information. **Please** wait at least 72 hours before sending an e-mail for an update.
- For STAT and/or urgent request, turnaround timeframes remain the same. You will continue to receive your authorizations via e-mail or fax.
- The turnaround time for a STAT request is (4) hours and Urgent is (1) business day.

**NOTE:** If a provider office can only send their pre-authorization request via fax and cannot send/and or receive an electronic reply via the website or computer, they will continue to receive their authorization responses via fax.





## **Florida Medicaid Update on Fax Transmissions: One Document Per Transmission:**

- When faxing documents to EDS for processing, please remember that it is imperative that the fax submission only include documents for association to a single issue (claim/prior authorization request/provider enrollment application).
- Each fax transmission creates only one image. If multiple documents are sent in a single fax transmission all documents will append to the item referenced on the first page of the fax transmission.
- Also, the fax coversheet that is produced by the Web Portal should be the first page of the fax transmission.
- Proprietary coversheets slow the process and should not be used.
- If staff does not have access to the coversheet created by the Web Portal please include a coversheet that contains the index items below based on the type of document that you are faxing.
- Please click PDF link [http://ahca.myflorida.com/medicaid/pdffiles/Fax\\_Transmission.pdf](http://ahca.myflorida.com/medicaid/pdffiles/Fax_Transmission.pdf) to view chart for index items needed based on fax type.
- ALL index items must be included otherwise the documents will not get processed.
- Lastly, the fax machine receiving the fax requires that the image setting be set to FINE or SUPERFINE.
- If staff cannot change the image settings on the fax machine, and the images are not viewable, it will be necessary to mail a copy of the required documentation, along with the appropriate cover sheet, to the address on the Fax Coversheet.
- If you have any questions, please call the Provider Support Contact Center 800-289-7799.

## **Effective March 1, 2009, First Coast Advantage (FCA) Changes Authorization Requirements for Podiatry and Chiropractor:**

- Effective March 1, 2009, FCA is no longer requiring pre-authorization for Podiatry and Chiropractor services. Member will still be able to self refer.
- FCA will be following Medicaid guidelines for number of visits allowed annually for podiatry and chiropractic services.
- FCA will no longer require an authorization for **chiropractic** services after the 10<sup>th</sup> visit. These patients will be allowed 24 visits annually without an authorization. The 25<sup>th</sup> visit will deny for benefits exhausted.
- FCA will no longer require an authorization for **podiatry** services after the 4<sup>th</sup> visit. These patients will be allowed 24 visits annually without an authorization. The 25<sup>th</sup> visit will deny for benefits exhausted.

## **Update: First Coast Advantage (FCA) Claims Overview on the Website Updated for Claims Appeals:**

- FCA Claims Overview can be found on the website and in the FCA Provider Manual at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) under **Provider Information**.
- FCA Claims Overview has been updated regarding claims Appeals information listed below:
- If you disagree with a claims payment determination call the customer service number listed on the EOB or member's ID card.
- If resolution can not be made at that time then send a letter of appeal to the address listed below.
- If a denial letter is received from First Coast Advantage, please direct appeals to:  
First Coast Advantage  
580 W. 8<sup>th</sup> Street, T-20  
Jacksonville, FL 32209  
Attn: Claims Manager



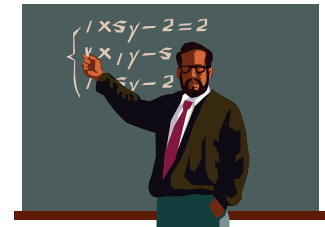


**First Coast Advantage (FCA) Held A Behavioral Health In-Service March 4, 2009, On “Writing Case Management Service Plans with Measurable Goals and Objectives”:**

- Dr. Martin Lazoritz, Behavioral Health Medical Director with First Coast Advantage, facilitated a training on March 4, 2009, entitled “Writing Case Management Service Plans with Measurable Goals and Objectives.”
- Dr. Lazoritz is an Associate Professor with the University of Florida and a Board Certified Adult, and Certified Child and Adolescent Psychiatrist.
- FCA Behavioral Health Adult and Children Outpatient Case Managers were in attendance for the two 1 ½ hour sessions.
- Dr. Lazoritz attempted to provide participants with the tools to develop an individualized service plans that focus on target behaviors that fits the needs of the patient.
- This was Dr. Lazoritz’s third training with FCA’s behavioral health network. He will facilitate a fourth training later in 2009.

**First Coast Advantage (FCA) Provider In-Service Scheduled for May 20-22, 2009:**

- First Coast Advantage will be hosting another provider in-service May 20-22, 2009.
- Providers will be able to select from morning and afternoon sessions for In-services.
- FCA has sent out flyers and e-mails informing providers of how they can sign up for these in-services.
- Please keep a look out for more information regarding these in-services.
- The In-service will include the following Topics:
  - Medical Management/Child Healthcare Check-up
  - Pre-Authorization Procedures & Changes
  - Claims/Billing
  - FCA On-Line Status (WebPortal)
  - Website Demonstration



**Effective March 30, 2009, First Coast Advantage (FCA) to Begin HEDIS Performance Measures & Chart Audits at PCP and OB/GYN Offices:**

- 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 7 specific performance measures.
- The report is due to AHCA by July 1, 2009.
- 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.

**Florida Medicaid Known Issues List for EDS State Trading Partners Now on Links on FCA Website:**

- In an effort to keep our providers informed First Coast Advantage has posted EDS known Issues List on our website.
- This Issues List is an up to date of issues of claims, electronic and IT issues associate with provider claims.
- Please review the Implementation Update Information Sheet (Updated 3/13/2009) for details regarding known issues related to the new MMIS.
- This issues list is provided to better serve the Medicaid population.
- If anyone has questions regarding this issues list, please contact your Medicaid Local Area 4 Representative.



## **Medicaid Implementation of 2009 Health Care Procedure Codes (HCPCS) and Fees Delayed:**

- Medicaid implementation of the 2009 Health Care Procedure Codes (HCPCS) and fees has been delayed until approximately the end of March 2009.
- Until the codes are finally implemented, codes deleted by the Centers for Medicare and Medicaid Services (CMS) on January 1, 2009, will remain deleted and can no longer be used for billing.
- Deleted codes that have been given replacement codes by CMS will have a January 1, 2009, effective date.
- New 2009 codes designated for Medicaid coverage will also have a January 1, 2009, effective date.
- Medicaid will not reprocess any claims due to delayed implementation of HCPCS.
- Providers may resubmit any claim that may have been denied between January 1 and March 31, 2009, if the denial is due to the delayed implementation of code and fee changes.
- The same applies to affected Medicare crossover claims. Medicaid will notify you when they are activated.
- Please direct questions about Medicaid policies to your local Medicaid area office.
- The Medicaid area offices' addresses and phone numbers are available on the [Area Offices](#) Web page.

## **Update: Medicaid New Enhanced Benefit Flyer Now on FCA Website:**

- Florida Medicaid has updated the Enhanced Benefit Flyer (EB) for Beneficiaries and it is now available on the FCA website under **Member Information** in English and Spanish.
- This program is designed to reward Members for taking part in activities that can improve their health.
- These activities, known as healthy behaviors, will allow Members to earn credits that they can later use to buy health-related items at any participating Medicaid pharmacy.
- Anyone enrolled in a Florida Medicaid Reform Plan is eligible and will be enrolled.
- This program provides an additional benefit to the benefits provided by Medicaid Reform Health Plans.

## **Florida Shots Web-site Now on Links on FCA Website:**

- Florida SHOTS is now available on the FCA website under **LINKS** and then **Government Organizations**.
- **Florida SHOTS (State Health Online Tracking System) is a free, statewide, centralized online immunization registry that helps health-care providers, schools and parents keep track of immunization records.**
- Florida SHOTS offers an immunization forecasting function that allows health-care providers to easily determine the immunizations a child needs based on past immunization history, and age medical conditions.
- It produces the legal immunization record (DH Form 680) required for school, camp, and day care center attendance.
- Immunization records for children who receive services at county health departments or from private providers who are using the system are included in the registry.
- Florida SHOTS began loading birth records from the Office of Vital Statistics in January 2003. As of that date all children born in Florida have been automatically added to the system.

## **Florida Shots Childhood Immunization Schedule Now on Links on FCA Website:**

- Florida Shots Childhood Immunization Schedule is now available on the FCA website under **Member Information**.
- The Florida Shots website helps ensure that a child's immunizations are up to date, prevents unnecessary duplicative immunization, and consolidates immunization records from multiple health-care providers.
- Parents can keep track of the Recommended Childhood and Adolescent Immunizations with this printable schedule.

