



**Documents Updated on Website:**

FCA May 2009 NewsFlash

FCA Provider Directory

FCA Provider Manual (Updated)

**FCA Service Alert (EDS Claims Transmission)**

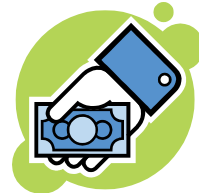
FCA Walk-In Hours Flyer (Updated)

**First Coast Advantage (FCA) Service Alert Regarding April 8, 2009 Claims Transmission to EDS:**

- First Coast Advantage/Apex Benefits Services experienced a major system problem for transmissions scheduled for Wednesday, April 8, 2009.
- As a result, no professional claims could be transmitted to EDS for processing.
- APEX was able to send institutional claims for processing.
- Apex corrected the issue and is assured that future transmissions will not be interrupted.
- We apologize for any hardship this may have caused your practice and thank you for your continued support.
- This service alert can be located on the FCA website under Service Alerts and for questions contact FCA Provider Services at 1-866-270-2468.

**Update: First Coast Advantage (FCA) Provider Manual Updated For Claims Appeals:**

- All FCA claims appeals request must include the original claim form along with the appeal letter.
- FCA Provider Manual has been updated to remind providers to include the above documents to process the claims.
- The update in the Provider Manual reads as follows:
  - If you disagree with a claims payment determination call the customer service number listed on the EOP or member's ID card.
  - If resolution cannot be made at that time then send a letter of appeal along with an original claim form (UB-04 or CMS-1500) to the address listed below.
  - This also includes any timely filing appeals.
- Please mail all claims appeals to:  
First Coast Advantage  
580 W. 8<sup>th</sup> Street, T-20  
Jacksonville, FL 32209  
Attn: Claims Manager



**First Coast Advantage (FCA) Service Matrix Updated for May 2009 Regarding Referrals:**

- FCA has updated the Service/Managed Care Matrix regarding the referral process for PCP's & Specialist.
- The referral process for PCP's changed to; referral required to in-network par provider & PCP must be notified.
- The referral process for Specialist changed to; Spec to Spec referral permitted & PCP must be notified.
- If anyone has any questions you can contact FCA at 244-9016.

If anyone has any questions regarding information on this website, please contact your Medicaid Local Area 4 Representative.



**Effective April 1, 2009, Verifying Medicaid Eligibility for Managed Care Plan Enrollees on Medicaid WebPortal:**

- Due to the timing of managed care enrollment cycles, there could appear to be a discrepancy between a beneficiary's Medicaid eligibility effective dates and their Managed Care plan enrollment effective dates.
- In order to confirm a beneficiary's Medicaid eligibility, please review the eligibility status effective date information located in the Benefit Plan panel.
- The beneficiary's enrollment effective date information in the Managed Care panel should not be used to determine a beneficiary's Medicaid eligibility.
- If anyone has any questions regarding information on this website, please contact your Medicaid Local Area 4 Representative.

**Reminder: Paper Claims Procedures When Filing for First Coast Advantage (FCA):**

- FCA follows Medicaid Guidelines when filing paper claims.
- Please remember that paper claims must be submitted as indicated in the CMS-1500 or UB-04 handbooks.
- The Medicaid Local Area Office is contacting FCA when paper claims are submitted with blue ink instead of black ink.
- The Area Office is not returning the claims to the provider. They are going to EDS and EDS is denying the claims.
- If anyone has questions please contact your Medicaid Local Area 4 Representative.

**Effective April 1, 2009, Saturday Walk-In and Extended Hours at Shands Eastside Family Practice Clinic:**

- Shands Eastside Family Practice Clinic now has Saturday clinic office hours.
- Below are the extended clinic office hours for Eastside Family Practice Clinic:
- The complete Extended Hours Flyer can be obtained on the First Coast Advantage website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) under **Find a Physician** in English and Spanish.

**Morning Walk-ins:**

Eastside Family Practice

Monday thru Friday: 7:00 a.m. until 10:00 a.m.  
Saturdays: 8:00 a.m. until 10:00 a.m.

**Extended Appointment Hours:**

- Eastside Family Practice

Wednesdays 7:00 a.m. until 8:00 p.m. By Appointment Only  
Saturdays: 8:00 a.m. until 2:00 p.m. By Appointment Only



**Effective March 1, 2009, First Coast Advantage (FCA) Plan Benefit Materials Can Stay in Provider Offices:**

- The Agency for Healthcare Administration (AHCA) has decided that participating providers can keep FCA Plan Benefit Materials in provider offices.
- All other marketing materials such as, request for benefit information (RBI) cards, choice counseling business cards, etc., must be removed from all provider offices.
- Providers can keep any poster with language stating that the providers are participating in First Coast Advantage.
- Some prohibited activities by Marketing/Outreach Coordinators and Providers are 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 or Area 4 local office at (904) 353-2100.
  - Distributing any Community Outreach Materials without prior written consent from FCA and a written notice from FCA to the Agency.
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- Terry Lee and/or Angela Weakly, FCA Marketing/ORC Representative will be coming out to your offices to redistribute FCA Plan Benefit information.

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

- First Coast Advantage will be hosting a 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
  - Eligibility Verification Changes
  - Pre-Authorization Procedures & Changes
  - Claims/Billing
  - FCA On-Line Status (WebPortal)
  - Website Demonstration

