

Documents Updated on Website:

FCA Disaster Plan Updated
 FCA July 2009 NewsFlash
 FCA Quick Reference Guide
 FCA Provider Directory
 FCA Provider Manual (Updated)
FCA Cultural Competency Summary (New)



New Providers:

Primary Care Providers

| | | |
|-------------------------------|-------------------------------------|-----------------|
| Solo-Josephson, Patricia M.D. | Beaches Family Health Center/DOH | Pediatrics |
| Assi, John M.D. | Children's Health Associates | Pediatrics |
| KunjuKunju, Grace M.D. | Children's Health Associates | Pediatrics |
| Luz, Vincent, M.D. | Children's Health Associates | Pediatrics |
| Sakhaei, Masoud M.D. | Children's Health Associates | Pediatrics |
| Dajac, Robert M.D. | Family Medical Center | Family Practice |
| Doyle, Georgia D.O. | Family Medical Center | Family Practice |
| Fetchero, James D.O. | Family Medical Center | Family Practice |
| Harris, Gene D.O. | Family Medical Center | Family Practice |
| Revollo, Jamie M.D. | Family Medical Center | Family Practice |
| Secunda, Edward | Family Medical Center | Family Practice |
| McClelland, Nan | Jacksonville Pediatrics | Pediatrics |
| Stanley, Thomas M.D. | Jacksonville Pediatrics | Pediatrics |
| Thornton, Randolph M.D. | Jacksonville Pediatrics | Pediatrics |
| Berger, Marc M.D. | Marc S. Berger, MD PA.—PCPFS | Pediatrics |
| Zaide, Amanda M.D. | Oak Hill Family Care Center | Family Practice |
| Lo, Jennifer M.D. | South Jacksonville Primary Care/DOH | Family Practice |



Behavioral Health Providers

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|--------------------------|---------------------------------|-------------------------------|
| Richardson, Shirley LMHC | Child Guidance Center | Counselor-Mental Health |
| Black, Marvin LMHC | Community Rehabilitation Center | Counselor-Mental Health |
| Jackson, Dorcas LCSW | Community Rehabilitation Center | Counselor-Mental Health |
| Mahtre, Umesh M.D. | PSI Family Services, Inc. | Child & Adolescent Psychiatry |

Specialist Providers

| | | |
|------------------------|--|--------------------|
| Hoppe, Bradford M.D. | Florida Proton Therapy Institute, Inc. | Radiation Oncology |
| Livingston, Floyd M.D. | Nemours Children's Clinic | Pulmonology |
| Katz, Daniel MD | The Cardiovascular Center @ Shands | Cardiology |

Ancillary Facilities

| | | |
|---------------------------|---------------------------|---------------|
| PSI Family Services, Inc. | PSI Family Services, Inc. | Mental Health |
| Urban Jacksonville, Inc. | Urban Jacksonville, Inc. | Mental Health |

Effective June 1, 2009, First Coast Advantage (FCA) Provider Manual Section:

- Section 20, Claims Overview of the Provider Manual updated with the changes of referencing ACS to EDS.
- In the Claims Adjustment section we have added that the ICN number is required on all adjusted claims where a payment has been made.
- Section 2, Quick Reference of the Provider Manual has been updated by added the FCA Behavioral Health Coordinators Fax number, (904) 244-9358.
- The Quick Reference is also located under Important Phone List on the main page of the FCA Website at www.firstcoastadvantage.com.
- If anyone has any questions regarding this information you can contact Provider Service line at 1-866-270-2468.

Effective June 2009, First Coast Advantage (FCA) Cultural Competency Plan (CCP) Summary Now On FCA Website:

- FCA 2008/2009 Cultural Competency Plan (CCP) Summary is now posted on the FCA website under Provider Information and is also located in the FCA Provider Manual and should be reviewed by Providers on an annual basis.
- The 2009/2010 CCP will be updated by October 2009.
- The purpose of Cultural Competency Plan is to ensure First Coast Advantage meets the diverse needs of all its members in the delivery of services to all segments of our population.
- First Coast Advantage offers quality services to underserved racial and ethnic groups through the integration of acceptable cultural attitudes, beliefs, and practices.
- This is achieved this by developing and promoting the necessary skills and practices to ensure that healthcare services are delivered in a culturally competent and sensitive manner.



Effective Immediately, First Coast Advantage (FCA) Disenrollment (Dismissal)/Transfer Approval Process:

- Disenrollment (Dismissal) from a Plan and transfer from a clinic are two separate requests.
- AHCA requirements for an FCA Member to be disenrolled (dismissal) from a Plan are very stringent.
- AHCA states that everyone is entitled to health insurance and behavior that is disruptive, unruly, or uncooperative, due to their medical or behavioral condition is not criteria for disenrollment (dismissal) from the Plan, although a patient can be transferred to another PCP for these reasons.
- For UF and Shands Clinics to transfer a patient from a primary care, an FCA Disenrollment Form must be completed and approved by Rita James, Vice-President of Ambulatory Services, prior to submission to FCA.
- For all other Community PCP transfers please complete a disenrollment form and fax to 244-9409.
- This form can be found on the FCA website at www.firstcoastadvantage.com, under **Provider/Forms**.
- FCA will reassign a patient to another PCP at another clinic based on the Member's demographics.
- If a specialist is requesting transfer of a patient, FCA would need to be notified and the Member's PCP would need to assist in finding another specialist for the Member.
- Listed below are some of the reasons a patient can be transferred to another clinic:
 - Excessive No Shows
 - Criminal Activity
 - Harassment of Staff
 - Disruptive, Threatening & Aggressive Behavior
 - Profanity
 - Substance Abuse
 - Prescription Fraud
 - Physical Abuse
- If anyone has any questions regarding this process contact the Disenrollment Specialist at 244-9150 or e-mail Jeanine.Freeman@jax.ufl.edu

Have a Safe Summer!