



FIRST COAST ADVANTAGE (FCA) INPATIENT AUTHORIZATION PROCEDURES

Below is FCA's Process for Inpatient Authorizations, STAT or Normal:

- FCA receive's a daily census from participating hospitals, Baptist and/or Wolfson and Shands Jacksonville.
- After receipt of the Census and a copy of the hospital Face Sheet from the admitting hospital, FCA will load the authorization number into our TPA's system (APEX Benefit Services) for patients who were admitted.
- FCA's In-patient Case Manager will follow the patient once they are admitted for concurrent review.
- The authorization will be available to view on the FCA webportal 72 hours after FCA receives the hospital census.

Example:

If patient admitted 11/01/09, the census and facesheet is faxed to FCA on 11/02/09, and in 72 hours **after** 11/02/09, which would be 11/05/09, the authorization will appear on the FCA webportal.

- In order to view the authorization, staff must have access to the FCA webportal at www.firstcoastadvantage.com under **FCA On-Line Status**.
- If staff does not have access to the FCA Webportal, you can obtain an FCA On-Line Access Status Form at www.firstcoastadvantage.com under **Provider Information / Forms**.
- The form is an interactive form and can be completed on the computer.
- Your password will be sent to you within 24 hours of the request.

Admission into a non-par hospital requires a pre-authorization from FCA prior to admission. For questions regarding this information please contact FCA Provider Relations Coordinator at (904) 244-9174.