



***** **High Priority** *****

Service Alert Notification

SUBJECT: First Coast Advantage Authorization Process for OB Patients

DATE: July 14, 2009

First Coast Advantage Global Authorization Process for OB patients is as follows:

A paper referral (document without an auth number) from the PCP is no longer required for OB provider visits. **However, a global authorization is still required for OB care and may be obtained by a PCP or a Specialist.** The authorization obtained will cover all OB care, this includes inpatient services. An authorization for services must be obtained within two (2) business days of the first (1st) provider OB visit. The authorization number will be available via the FCA secure web portal within three (3) business days of the authorization request submittal. The authorization will **not be** granted if the request is received for more than two (2) business days past the first (1st) provider visit.

If you do not have access to the FCA secure web portal, you can go to the FCA Website at www.firstcoastadvantage.com and select Provider Information / Forms / FCA On-Line Status Access Form. The form is an interactive form and can be completed on the computer. Fax or e-mail the document to the information on the form.

If anyone has any questions regarding this information, please contact Veronica Walton, at 244-9255. Thank you for your continued support.