



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

Service Alert Notification

Subject: First Coast Advantage (FCA) New Dermatology Provider - Advanced Dermatology

Date: May 19, 2011

Effective Monday, May 23, 2011, Providers will be able to submit a Pre-Authorization for Dermatology Services to First Coast Advantage's (FCA) new Dermatology Provider, Advanced Dermatology. A Pre-Authorization will be required until Advanced Dermatology has completed the credentialing process, which can take up to 60 days. Once Credentialing is complete, a notification will be sent out to all Providers informing them of the change and a pre-authorization will no longer be required when services are rendered at any of the Advanced Dermatology locations listed below.

<u>Address</u>	<u>City/State/Zip</u>	<u>Phone</u>	<u>Fax</u>
7855 Argyle Forest Blvd Suite #701	Jacksonville, Florida 32244	(904) 832-2277	(904) 832-2288
2255 Dunn Avenue	Jacksonville, Florida 32218	(904) 861-1904	(904) 861-1095
14546 Old St. Augustine Road Suite #407	Jacksonville, Florida 32258	(904) 400-6565	(904) 400-6560
4100 SouthPoint Drive, East Suite #1,	Jacksonville, Florida 32216	(904) 854-2550	(904) 854-2555

On June 25, 2010, FCA sent out a Service Alert informing Providers of the Guidelines for Adult Dermatology Referrals/Pre-Authorization Services. This procedure will no longer be required when referring patients to any Advanced Dermatology location. If Providers are requesting services at Shands HealthCare in Gainesville, Florida for Dermatology Services the guidelines outlined in the June 25, 2010 Service Alert will need to be followed.

FCA will respond to Dermatology Pre-authorization request within 5 business days of receipt. The pre-authorization will show in the FCA Web Portal **approved** or **denied** within five (5) business days after submission. For questions, please contact FCA Provider Relations at (904) 244-9174 or at angela.creppel@jax.ufl.edu.