



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

Service Alert Notification

Subject: First Coast Advantage (FCA) On-Line Medical Pre-Authorization Process

Date: January 14, 2011

Effective January 18, 2011, First Coast Advantage (FCA) now has the capability for Providers to submit their Medical Pre-Authorization Request Forms for New and Updated Request On-Line. Providers can also download their patient clinical information directly to the FCA Pre-Authorization Department, if you have scanning capability and your system allows you to download documents into a different system.

This is a secure web link for pass through of patient information and no password is needed. The patient clinical information will go directly to FCA Staff and the information is not housed on the Internet or FCA Website. The complete On-line Medical Pre-Authorization Process can be found on the FCA website at www.firstcoastadvantage.com / Pre-Authorization. For questions call FCA Provider Services at 866-270-2468.

Note: Behavioral Health Pre-Authorization Requests will be handled through the normal paper process.

Important Information

- The FCA website has been changed to add the link for the New Medical On-Line Pre-authorization. For a list of services that require pre-authorization go to the FCA Website at www.firstcoastadvantage.com and select Pre-authorization / Other Pre-auth Information.
- In December 2010, FCA changed the Pre-Authorization list and the updated list is on the FCA website under Pre-authorization.
- Once the Provider submits their Pre-Auth Request, Provider will get a HAMI Tracking Number for tracking the requested pre-auth. There will not be a record of the request sent to the provider after submission. Staff can print a copy of the request for their records prior to submission. Once the pre-auth has been submitted, the pre-auth will not be available.
- Any requested information with a **red *(asterisk)** on the Pre-Auth Request form must be completed and the system will not allow the form to be submitted if information is left blank.
- If any information requested is **Not Applicable** to the request, please type **N/A** for the information requested, otherwise the form will not go through.
- If the pre-authorization requires a date of service / date for pregnancy, etc., please use the current date in the date field, if it is unknown.
- If the submitted Pre-Auth requires additional information or is missing information, the requesting Provider will get an e-mail informing them what information is needed.

Provider's Without Scanning Capability

- If a Provider does not have scanning capability they can still submit their pre-auth request on-line.
- Complete the Clinical Fax Cover Sheet within your On-Line Pre-Auth Request or from the website and fax it specifying the total number of pages faxed including the Clinical Fax Cover Sheet, with your required clinical documentation.

PLEASE NOTE: IF YOUR OFFICE DOES NOT HAVE SCANNING CAPABILITY, YOU CAN FAX YOUR CLINICALS USING THE FCA ON-LINE CLINICAL FAX COVER SHEET. PLEASE DO NOT FAX YOUR ON-LINE PRE-AUTHORIZATION FORM TO FCA WITH YOUR CLINICALS. THIS WILL APPEAR AS A DUPLICATE SUBMISSION AND IT WILL NOT BE WORKED

- The FCA On-line Pre-Auth Request will have a HAMI Tracking Number once submitted and this number will be available to the requestor when pre-auth is submitted.
- The Tracking Number must be included on the Clinical Cover Sheet for FCA Pre-auth Department can track the requested.
- For questions contact FCA Provider Services at 1-866-270-2468 or e-mail FCA Pre-auth Department at pre.authorizations@jax.ufl.edu.

Submission Time Frames

- **Routine** requests are processed after five business days of submission, when all requested information has been provided. Provider will be able to view the approved or denied request on the FCA Secure Web Portal, where a password is needed.
- **STAT** requests are processed within 4 hours and provider will receive an e-mail or fax if approved.
- **Expedited** requests are processed within 24 hours and provider will receive a fax or will be able to view the approved or denied request on the FCA Secure Web Portal, where a password is needed.
- All Out of Network (OON) Providers who submit an on-line Pre-Auth request, will get an e-mail back to the e-mail address or fax submitted with the request, with the determination of the request.