



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

Service Alert Notification

Subject: First Coast Advantage (FCA) Routine Authorization Timeframe Changes and Confirmations

Date: February 23, 2009

First Coast Advantage (FCA) has changed its turnaround time for routine authorization requests from 48 to 72 hours. Due to the number of providers requesting authorizations, FCA had to change its turnaround time to meet the needs of the provider and make it more efficient for the providers to retrieve their authorizations in a timely manner.

Effective March 1, 2009, 72 hours after submission, participating providers will be able to view already requested routine authorization numbers on-line by logging on to FCA's website at www.firstcoastadvantage.com.

Effective July 1, 2009, FCA Pre-authorization department will no longer e-mail or fax routine authorization numbers back to providers. Once logged onto the FCA website just select [FCA On-Line Status](#). **You must have a password to access FCA's webportal for Authorizations.** For information on obtaining a password, you can go to our website and select [Provider Information/Forms/FCA On-Line Status Access Form](#) and fax form to 904-366-7060 or contact FCA's Provider Service Line at 1-866-270-2468.

If a routine authorization number has **not** been posted on the FCA website within 72 hours, providers can send an e-mail to FCA at pre.authorizations@jax.ufl.edu for information. **Please** wait at least 72 hours before sending an e-mail for an update.

For STAT and/or urgent request, turnaround timeframes remain the same. You will continue to receive your authorizations via e-mail or fax. The turnaround time for a STAT request is (4) hours and Urgent is (1) business day.

NOTE: If a provider office can only send their pre-authorization request via fax and cannot send/and or receive an electronic reply via the website or computer, they will continue to receive their authorization responses via fax.