



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

Service Alert Notification

Subject: First Coast Advantage (FCA) Pre-Authorization Requirements For Oral Maxillofacial Surgery (OMFS)

Date: November 4, 2009

EFFECTIVE IMMEDIATELY

The following procedures should be followed for a pre-authorization request to Oral Maxillofacial Surgery (OMFS):

- When requesting prior authorization **from FCA** to OMFS, the FCA authorization form should be completed in its entirety.
 - ✓ No line should be left blank.
 - ✓ If information not required, N/A should be written on the line.
 - ✓ If the pre-authorization form is sent to FCA with a blank line it will be returned to the requesting provider.
- A pre-authorization request for OMFS with a diagnosis of dental caries and/or with extractions should include a work up by a general dentist and this documentation must be submitted to FCA along with the pre-authorization request (this includes clinicals).
- If a Dentist determines that restorative treatment is not an option and does in fact need to be seen by an Oral Surgeon a pre-authorization must be obtained **from FCA**.

Once an **FCA** pre-authorization is obtained it will be processed, if all supporting documentation is provided, within 72 hours of the request. The authorization will be posted on the FCA Webportal. If you do 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.

Any MCNA pre-authorization received by OMFS for services will be returned to the requesting provider for an authorization from FCA. For questions, please contact FCA Provider Relations Coordinator, Angie Creppel, at 244-9174.