



\*\*\*\*\* **High Priority** \*\*\*\*\*

# **Service Alert Notification**

**Subject: First Coast Advantage (FCA) PCP Member Assignment Error**

**Date: March 29, 2011**

First Coast Advantage (FCA) Third Party Administrator (TPA), Apex Benefits Services had a system issue that caused an error in PCP assignments for a large majority of the FCA population. The issue is being worked and should be resolved by the end of the business day tomorrow, March 30, 2011. Members will be re-assigned back to the PCP on file prior to the error. FCA request that Providers please continue to see Members as this will not affect their payment.

Once the error has been corrected, Providers will be notified by email when the Member ID cards have been corrected and mailed out and Providers will also receive a new Member List. The FCA WebPortal will be available for viewing 24 hours after the new Member ID cards have been mailed out.

First Coast Advantage (FCA) apologizes to all Providers and Staff for any inconvenience this may have caused. This Service Alert can be found on the FCA Website under Service Alert at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com).

If anyone has any questions regarding this alert please contact FCA Provider Services at 1-866-270-2468 or FCA Provider Relations at (904) 244-9174 or (904) 652-8910.