



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

Service Alert Notification

Subject: Faxed Medical Pre-Authorization Request No Longer Accepted For First Coast Advantage (FCA)

Date: August 19, 2011

Effective September 1, 2011, First Coast Advantage (FCA) will **no longer accept** faxed Medical Pre-authorization request from Community Providers. Community Providers must submit their Medical Pre-Authorization for New and Updated Request on-line through the FCA Website at www.firstcoastadvantage.com. Providers will be required to upload their patient clinical information along with the on-line pre-auth, at the time of the submission request. Faxed request received after September 1, 2011, will be returned to the Provider as invalid. See August 3, 2010 Service Alert on the FCA website at www.firstcoastadvantage.com for FCA Authorization Process for Incomplete or Missing Information.

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

- 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 of what information is needed.

Submission Time Frame Changes:

- **Routine** requests are processed within fourteen (14) calendar days of submission, if all requested information has been provided. Failure to submit all requested information will result in processing delay. 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 WebPortal (password needed).
- All **Out of Network (OON) Providers**, who submit an on-line Pre-Auth request, must request access to the FCA WebPortal to view pre-authorization status.
- For information on obtaining a password to the FCA WebPortal, go to the FCA website at www.firstcoastadvantage.com and select [Provider Information /Forms /Medical-Provider 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.