



TO: FHCP PROVIDERS

FROM: MARY PETERSON / PROVIDER CONTRACTING ADMINISTRATIVE SPECIALIST

DATE: JANUARY 2024

RE: PROVIDER RESOURCE GUIDE UPDATES

The following changes have been made to the FHCP Provider Resource Guide (Formerly known as the FHCP Provider Handbook). The Provider Resource Guide can be viewed under the Provider tab -For Providers under Resources, Education and Support at: fhcp.com.

| SECTION NAME | DESCRIPTION OF CHANGE | REVISION DATE |
|---|---|---------------|
| Health Care Identification Cards Page 37 | Updated Non-Medicare and Medicare Cards Page 37-40 | 1/2024 |
| Medical Management/Utilization Management Process Page 48 | Updated verbiage for Referrals and Prior Authorizations Pages 50-51 | 1/2024 |

If you have any questions about this memo, please contact me at: 386-615-5079, or mpeterson1@fhcp.com. Thank you.

The documents accompanying this facsimile transmittal are intended only for the use of the individual or entity to which it is addressed. It may contain information that is privileged, confidential and exempt from disclosure under law. If the reader of this message is not the intended recipient, you are notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you are not the intended recipient, you are hereby notified that law strictly prohibits any disclosure, copying, distribution or action taken in reliance on the contents of these documents. If you have received this fax in error, please notify FHCP immediately by the telephone or fax number indicated above and return the original facsimile message to us at: P.O. Box 9910, Daytona Beach, FL 32120.