



News & Notes

www.fhcp.com

A P U B L I C A T I O N F O R F L O R I D A H E A L T H C A R E P L A N M E M B E R S

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Happy Healthy 2010

Everyone at Florida Health Care Plans thanks you for your business over the last 35 years. We appreciate your support and confidence in us. We will continue to improve both the quality of our services, and in response to your needs, the choice of services we offer. Please recommend FHCP to your friends, neighbors, family and co-workers. And if you have a suggestion for improvement, or a compliment for one of our staff, please let us know!

FHCP implemented the following in 2009 to serve you better:

- Electronic Health Records System
- Facility Improvements in Daytona Beach
- Pharmacy Fast Fax Service for renewing prescriptions
- Provider Network Expansion

Thanks again and together lets all have a Happy Healthy 2010!

If you know of anyone seeking health care coverage, please be aware Florida Health Care Plans offers the following:

- Medvantage Plans for Medicare Beneficiaries
- Small Employer Groups Plans
- Large Employer Group Plans
- Cover Florida Plans, for Individuals

Our Marketing Department has 2 locations to serve your needs:

In Volusia County:

FHCP Marketing Office
1340 Ridgewood Avenue • Holly Hill, FL 32117
(386) 676-7110 or 1-800-232-0578
email: marketing@fhcp.com

In Flagler County:

FHCP Marketing Office
21 Florida Park Drive • Palm Coast, FL 32137
(386) 446-9802

You can also visit us online at
www.fhcp.com

Our hours are 8:00 am to 8:00 pm, 7 days a week.
The hearing impaired may call TTY: TRS Relay 711



Why Are Companies Going Green?



An impressive battle against climate change is being fought, not by governments, but by businesses themselves. Many companies see paper reduction positively impacting the environment and society. That is why, companies small and large, in all sectors of business — insurance, healthcare, financial services, transportation, technology, energy, retail and manufacturing — are embracing environmentally safe practices. According to corporate leaders at companies such as, Bank of America, Starbucks, Wal-Mart, and GE, their “green efforts” are saving hundreds of millions of dollars every year.


At Florida Health Care Plans, we have taken many positive steps in “going green” initiatives such as recycling personal and corporate products. Now we want to ask you, our Members, to help us continue our “green efforts” and also serve you faster! How can we do this together? A large portion of our “paper foot print” is created by paper communications. We’d like to offer you the opportunity to communicate with FHCP electronically. **Today FHCP has email addresses for only 9,000 of our 45,000 Members.**

To reduce the amount of paper communications with our Members and patients, we are requesting your preferred email address. Our staff will ask for your email address whenever they have contact with you. **Together we can enhance our communications, reduce our paper trail and save a tree, or two, or three!**

You can also send your email address to us at fhcpmarketing@fhcp.com or fhcpenrollment@fhcp.com. 

PROVIDER NEWS

Please join us in welcoming the following Primary Care Providers and Specialists to FHCP:

- **Mary Ann Dunn, ARNP-C**
Pediatrics
Children’s Medical Center
200 Booth Road
Ormond Beach, FL 32174
- **Adam Lemnoui, D.C.**
Chiropractic
Flagler Chiropractic
1240 S. A1A
Flagler Beach, FL 32136
- **Vicenta M. Birthright, PA-C**
Gastroenterology
Gastroenterology of Greater Orlando
747 Fawn Ridge Drive
Suite 100
Orange City, FL 32763
- **Kimberly Clayton, M.D.**
General Surgery
Southeast Volusia Medical Services
600 Palmetto Street
New Smyrna Beach, FL 32168
- **Jerry N. Shuster, M.D.**
Ophthalmology - Glaucoma Specialist
Florida Health Care Plans
239 N. Ridgewood Avenue
Suite 1
Edgewater, FL 32132
and
Florida Health Care Plans
350 North Clyde Morris Blvd.
Daytona Beach, FL 32114
- **Janell W. Verkaden, ARNP-C**
Oncology
Memorial Medical Oncology
873 Sterthaus Avenue
Suite 104
Ormond Beach, FL 32174
- **Kathryn S. Villano, M.D.**
Maternal & Fetal Medicine
Regional Obstetric Consultants
836 Prudential Drive
Suite 1800
Jacksonville, FL 32207
- **Michael L. Hensler, Jr., P.A.**
Orthopaedic Surgery
EPN ONLY
Orthopaedic Clinic of
Daytona Beach, PA
1075 Mason Avenue
Daytona Beach, FL 32117
- **Daniel V. Patel, M.D.**
Nephrology
Nephrology Consultants
544 Health Blvd.
Daytona Beach, FL 32114
- **Diane Secreto-Mazzo, ARNP-C**
Cardiology
Advanced Cardiology
840 Dunlawton Avenue
Suite A
Port Orange, FL 32127
- **Rohit Khanna, M.D.**
Neurosurgery
Halifax Healthcare Systems, Inc.
311 N. Clyde Morris Blvd.
Suite 580
Daytona Beach, FL 32114 

Beware of Credit Card Fraud

FHCP will never ask for your credit card or social security number over the phone.

Recently, some of our members have received calls from people claiming to be with a company called Relax Medical. The caller says they need the member's credit card information so they can deliver medication to the member's home. Please be advised that these callers are not associated with FHCP. They are attempting to deceive our members and commit credit card fraud.

In the past, some of our members have received calls from people claiming to be employed by Florida Health Care Plans. Often the caller says that the member's premium is late and that the member's insurance will soon be cancelled. In order to resolve the problem, the caller asks for the member's medical record number, credit card number, social security number, etc. Please be advised that these callers are not representatives of Florida Health Care Plans. They are attempting to deceive our members and commit credit card fraud. If you have set up an arrangement to automatically pay your premium with your credit card or automated clearing house (ACH) debit, and a problem develops with your card, Florida Health Care Plans will send you an official letter. Florida Health Care Plans will not call you and request your credit card information over the phone.

If you receive a call that you believe is suspicious or fraudulent, please report it to our Member Services Department, and tell them the phone number of the caller if possible. You can reach our Members Services Department at (386) 615-4022 or 1-877-615-4012, extension 4022, Monday through Friday, between the hours of 8:00 am and 8:00 pm. The hearing impaired may call TRS Relay 711. 🐦

CALLING ALL MEMBERS!

Your Opinion Counts!

Throughout the upcoming months, you may receive a short, automated phone survey about your doctor visit. You'll be asked some questions about your doctor and the office staff. Your opinion counts! Please help us by answering the phone and taking the survey.

FHCP wants you to receive the best care possible. Your answers to our phone survey help us provide you with the best health care in Volusia & Flagler counties. Thanks for sharing your opinion.

We're listening! 🐦



Dear Valued Members,

Please watch your mailbox for the COB (Coordination of Benefits) Questionnaire. We will be sending this questionnaire to gather information about additional health insurance coverage that you may have. It is very important that this form is completed and returned to us even if you do not have other coverage. The information that you supply on this questionnaire will enable prompt and accurate processing of your claims. We greatly appreciate your participation. 🐦

ORAL HEALTH

Oral health is important for many reasons. Overall health includes proper dental care and good oral hygiene. Florida Health Care Plans dental Department offers dentists and staff who are professional, knowledgeable and focused on preventative care. Florida Health Care Plans not only accepts the FHCP insurance but we also accept many others. To schedule an appointment or request more information, please feel free to contact us.

Scott Grande, D.M.D.

Michael Tidwell, D.M.D.

Dental Services - Daytona Beach

350 N. Clyde Morris Blvd.

Daytona Beach, Florida 32114

386.238.3280

Vamsi Kallepalli, D.M.D.

Dental Services - Orange City

2777 Enterprise Road

Orange City, Florida 32763

386.481.6886

TTY: TRS Relay 711

Hours: Monday through Friday • 8 a.m. to 5 p.m.



BE AWARE • BE SAFE

Here Are A Few Tips For You!

Parking Lots:

- Make sure your car doors are locked when you leave your vehicle – people are looking for a fast easy target.
- Always park in a well-lit parking lot.
- Walk to your vehicle in pairs, don't walk alone especially after dark.
- Keep items out of sight – don't leave valuables in plain view inside your vehicle...people don't rob what they can't see remember "Out of Sight, Out of Mind."
- Be aware of your surroundings – notice what is going on around and under your car as you approach it.
- Have a plan in place when running errands.
- In public places, guard your purse...a long strap purse is more secure across your chest than hanging from your shoulder. Never leave your purse in your vehicle, thieves know that most women carry purses...if they see you walking away from your vehicle without a purse, they can break in to steal it.
- Have your keys in hand when leaving a building – don't be caught fumbling in a purse for keys.
- Get in your vehicle and lock the doors, especially on the passenger side.

Home:

- Never open your door automatically. Install and use a peephole.
- Lock all doors and windows, especially when you're home to guard against a home invasion.
- Vary your daily routine.
- Use "Neighbor Watch" to keep an eye on your neighborhood.
- Don't leave notes on the door when going out.
- Leave lights on when going out at night; use a timer to turn lights on and off when you are away for an extended period.
- Notify neighbors and the police when going away on a trip.
- When you are away remember to cancel deliveries such as newspapers and arrange for someone – a neighbor's child perhaps – to mow the lawn if need be. Arrange for your mail to be held by the Post Office, or ask a neighbor to collect it for you.
- Be wary of unsolicited offers to make repairs to your home. Deal only with reputable businesses.
- Keep an inventory with serial numbers and photographs of resalable appliances, antiques, furniture, valuables and jewelry. Leave copies in a safe place.
- Don't hesitate to report crime or suspicious activities.
- Install deadbolt locks on all your doors. 

What is a clinical trial?

It is a pharmaceutical company sponsored research study designed to find better ways to treat individuals with a specific disease or symptoms. For some patients, clinical research trials represent an avenue for receiving promising new therapies that would not otherwise be available.

Should I participate in a clinical trial?

You will be cared for by doctors who are helping in the evaluation of treatments not yet available to the general public and you will be very closely monitored during the entire trial by their experienced clinical staff. If the treatment being tested is beneficial, you could be one of the first to benefit from it. Particularly if you are not responding well to current therapies, a clinical trial might give you access to an alternative that will work better. Patients are evaluated after being given a new treatment or drug to improve the diagnosis of disease and the quality of life of the patient. In most cases, clinical trial participants receive study medications and lab tests at no cost to them.

Where do I have to go to find out more information about local clinical trials?

Florida Health Care Plans (FHCP) offers our members and other patients an opportunity to participate in a local clinical trial at our Daytona facility at 350 N. Clyde Morris Blvd. Daytona Beach, FL 32114. Atlantic Institute of Clinical Research (AICR) is located in the one story building at FHCP's Daytona facility. For more information please call 386-238-3220.

ATLANTIC INSTITUTE OF CLINICAL RESEARCH

IS CURRENTLY ENROLLING THE FOLLOWING CLINICAL TRIALS:

- ATRIAL FIBRILLATION (FHCP Members Only)*
- BIRTH CONTROL PILL (for those dissatisfied with their current birth control)
- LOW LIBIDO IN PREMENOPAUSAL WOMEN
- LOW LIBIDO IN POST MENOPAUSAL WOMEN
- OSTEO ARTHRITIS or RHEUMATOID ARTHRITIS
- OPTIC NEUROPATHY
- OVERACTIVE BLADDER (for people 65 or older)

COMING SOON:

- TYPE 2 DIABETES
- HYPERTENSION

*You don't have to be a FHCP member to participate in most of these studies (*except as noted above).*

FOR MORE INFORMATION ABOUT THESE STUDIES, PLEASE CALL: **386-238-3220**

Take care of your EYES!



FHCP has expanded eye care, ophthalmology, services for our Members . . .

FACILITY

Palm Coast
Edgewater
Daytona
Daytona

OFFICE DAYS

Tuesday & Wednesday
Tues., Thurs. & Friday
Monday & Wednesday
Monday - Friday


PROVIDERS

Drs. Geis & Koblick
Dr. Shuster
Dr. Shuster
Drs. Geis, Koblick
& Kushner




WE KNOW YOU! WE CAN HELP!




Before you go to an Emergency Room or an Urgent Care Center CALL YOUR FHCP PHYSICIAN'S OFFICE for HELP. We know you and can help! 

Please Bring A List of Current Medications

To help us serve you better, please bring with you to your scheduled Doctor appointment an up to date list of the medications you are taking. 

Doctor Appointment Reminders

As a service to remind you of Doctor Appointment Dates and Times, the staff at FHCP will call to remind and confirm your appointment. At any time that you need to cancel an appointment, please be so kind as to let us know so we can reschedule your appointment promptly and allow someone else to use the open appointment. 

How to keep our New Years Resolutions

How do we keep our new years resolutions? What things can we do to reach our goals and maintain them? You would think that this task would be simple, yet each year hundreds of us join gyms that we never go to, or sign up for programs we stop using. Behavior change is hard to do. If we have maintained the behavior of a sedentary lifestyle for 10 years, it may take some time to break the habit and form a new more positive one.

A way to form a new habit is to set realistic, measurable goals. The ADA's (American Dietetic Association) position on successful weight management requires a lifelong commitment to healthy eating and daily exercise. Per the ADA, set a "SMART" goal, specific, measurable, achievable, rewarding, and trackable.

Most of the time the reason we do not succeed with our weight management goals is because we set unspecific, unrealistic, lofty goals such as "I want to lose down to the size I was in high school". This goal may set us up for failure if we have 50 pounds to lose and want to do it in 2 months. Instead let's make the goal "SMART" such as "I want to lose 10 pounds in the next 3 months". This is a **realistic, measurable** goal. Losing 1-2 pounds per week is the recommended weight loss goal per the ADA and other science based organizations. To help us be successful let's choose goals that we can reach.

We have reviewed specific and measurable goals; now let's look at the other 3 parts of the smart goal. **Achievable** - make sure your goal is challenging but reachable; allow for flexibility. For example, if I am setting an exercise goal "I will exercise 3-4 days of the week for 30 minutes at a time." I've given myself flexibility in my goal. I may not be able to exercise 4 days of the week, but I can fit in 3 days. **Reward** your success with something other than food. Examples of reasonable rewards include, "When I reach this goal I will save for and buy tickets to my favorite sporting event or I'll buy the jeans I've been wanting in the smaller size." We also want our goals **trackable**. Create a way you can track your progress and change your goal as needed. If your first goal doesn't work, assess why and set a new goal that is more reachable. Was your goal realistic/specific, if not can you rework it so that it will work?

If you want help setting your personal exercise/weight loss goals please contact the Member Education Department. We have 2 registered Dietitians on staff to answer your questions. A referral from your doctor is also welcome. For more information, please call 386-676-7133 or toll free 1-877-229-4518. The hearing impaired may call TRS Relay 711.





**Florida
Health Care
Plans**



An Independent Licensee of the Blue Cross and Blue Shield Association

1340 Ridgewood Avenue
Holly Hill, FL 32117

Presorted Standard
U.S. Postage
PAID
Permit No. 564
Daytona Beach, FL

Health or Wellness or Prevention Information

New FastFax Pharmacy Service for Medication Renewal Convenience

Florida Health Care Plans has a new Fast Fax Pharmacy Service to assist members in keeping current with their medications and speeding up the renewal process! If you find you are out of refills when you call the telephone refill line, the FHCP Pharmacy will now automatically fax a renewal request for your medication to your Provider. The member does not have to call the Provider's office!

If your Provider approves the medication renewal, your medication will be ready at your previously selected FHCP Pharmacy in about 3 days!

If your Provider does not approve your medication renewal, they will notify you or you will need to contact your Provider for further assistance.

Fast Fax is another service brought to you by Florida Health Care Plans." 