

What's Up Doc?



FHCP Provider Newsletter

Volume 14, Issue 4

Fall 2008

Newsletter Articles



If you have any information or articles that you would like to see in the Provider Newsletter please send them to:

Florida Health
Care Plans
Elaine Bruner
Provider Services
1340 Ridgewood Ave.
Holly Hill, FL 32117
ebruner@fhcp.com

Call-386/676-7156
or
Fax-386/676-7148

Welcome all New Providers!

Salvador L. Cevallos, M.D., Child and Adolescent Psychiatry-FHCP Holly Hill
Ketankumar D. Doshi, M.D., Advanced Hematology Oncology Centers- Deland
Randall J. Dotts, PA-C, Coastal Neurology & Rehab Center-South Daytona
Rafat S. Iskander, PA, Pulmonary, Sleep –Wake Disorder Center-Daytona Beach
Julian P. Johnson, PA-C, Advanced Gastroenterology Centers-Port Orange
Theresa M. Lessard, PA-C, Family Medicine-Seaside Family Practice-Ormond Beach
Dennis B. McBroom, D.P.M., Podiatry, Atlantic Podiatry Associates-Daytona Beach
Mariah K. Parsons, ARNP, Child Neurology, Child Neurology Center of Orlando
Deborah K. Shepard, M.D., Obstetrics and Gynecology-Ormond Beach **EPN ONLY**,
Nicole R. Wells, ARNP-C, Cardiology, Advanced Cardiology-Port Orange
Marta Cuellar, M.D., Rheumatology, SE Volusia Medical Services-New Smyrna Beach
Anil Gopinath, M.D., Pulmonology, PCCC of Volusia, LLC-Ormond Beach
Martha Navarrete, ARNP-C, Town Center Family Practice-Orange City
Kavita Sharma, D.O., Pain Management, PRC Associates, LLC-Daytona Beach
Joshua R. Eisenhut, M.D., Family Medicine, Halifax Family Practice Ctr-Daytona Beach
Delicia Haynes, M.D., Family Medicine, Halifax Family Practice Center-Daytona Beach
Loredo M. Lawsin, M.D., Critical Care Medicine, Halifax Health-ICU-Daytona Beach
Anand A. Patel, M.D., Pain Management, Advanced Pain Management-Ormond Beach
Amaryllis Sanchez-Wohlever, M.D., Family Medicine, Halifax Family Practice Ctr.-DB
Heather Skelton, ARNP-C, Advanced Pain Management-Ormond Beach
Natasha H. Tulshi, ARNP-C, Cardiology, Florida Cardiopulmonary Center-Orange City
Alfonza Mc Collum, MD, Family Medicine Preferred Medical Center-OB
Jeffrey Smith, DO, Family Medicine, Preferred Medical Center (320 Bldg.) DB
Matthew Stoverink, MD, Family Medicine, Preferred Medical Center-Port Orange

The 320 Gang

would like to welcome Dr. Jeffery Smith to the 320 PCP Building. We are all very happy to have him as part of our team; however we are very sorry to lose Dr. Cucchiarella who was kind enough to help us over the last few months.

Karen, Theresa, Madeline & Dr. Bedi

Halifax Health Board Approves Sale of Florida Health Care Plan, Inc. to Blue Cross and Blue Shield of Florida

For more information go to our website at fhcp.com. Look for Announcements & News.



*Do you have
E-mail?
Would you
like to save
paper?*

Just send us your e-mail address and you can!

Our newsletter, as you have probably noticed has been changed to an electronic format. This is to better serve you and our environment. If you have an e-mail address and would like to receive your next newsletter by electronic mail, please send a copy of your e-mail address to:

Elaine Bruner
ebruner@fhcp.com



Medicare Health Support Program *(MHS)*

The FHCP Medicare Health Support Program is a collaborative effort between physicians and FHCP's Medicare Health Plan with the purpose of identifying those enrollees with multiple or significant chronic conditions that may benefit from further disease specific education and/or coordination of care. Currently, FHCP's MHS program is focused on those enrollee's that have been identified with one or more of the following conditions, for at least one year, and has required at least two ER visits and/or one acute inpatient stay within the past 6 months, related to the condition(s):

Heart Failure, CAD, COPD, DM, and CKD (stage 3 or 4).

Participation in our MHS program is voluntary. Once identified, both the potential participant and their PCP will be notified. Members, who agree to participate, will be assigned a RN Case Manager who will work closely with both the member and their physician(s) in the establishment, implementation, on-going monitoring and evaluation of an individualized plan of care that we anticipate will promote member understanding of and adherence to recommended treatment plans. Our goal is to reduce health risks, improve quality of life, and provide savings to the member.

As your patients enroll in MHS, you will receive the written Plan of Care (POC), for review, additional input and signature. The initial POC will include the members completed health questionnaire, a self reported medication list and any recommendations or interventions, implemented by the RN Case Manager under your direction and approval, as applicable.

In addition, to the POC, you will periodically receive a survey that allows for your overall assessment of the MHS program and its impact on your patients and practice. Both, the signed POC and the survey should be returned to the Case Management Department.

FHCP believes that working together with our physicians we can successfully meet Medicare requirements while improving the care of our members.

If you or your staff has any questions concerning this, please call FHCP Case Management Department at 676-7100, ext. 7187.



**All FHCP
Facilities will
be closed
Thursday and
Friday,
November 27
and 28th,**



**Thursday and
Friday
December, 25
and 26th**



**and
Thursday,
January 1.**



**Have a safe
and Happy
Holiday
Season!**

Attention All Staff Providers - EHR Update

As of October 1, FHCP has the following 7 physicians using the Touchworks Electronic Health Record in Deland, Orange City and Daytona Beach Primary Care (320 Building): Dr's Supinski, Jones, Miceli, Dreier, Sahgal, Bedi and Smith. The next office to "go live" will be Ormond Beach: Dr's. Harmon, Ibrahim and McCollum on 11/5/2008.

Mikelle Streicher, PhD, RN
Director, Clinical Solutions
Information Technology Solutions Center



Healthy Kids Notice

United Health Care, the largest Medicaid HMO in both Volusia and Flagler County will replace FHCP as the "Healthy Kids" carrier for the next plan year beginning October 1st, 2008 based on their willingness to provide benefits at a much lower rate.

The Florida Healthy Kids Corporation and United Health Plan are responsible for notifying Healthy Kids participants of this change, and have announced that providers and parents should direct any Healthy Kid beneficiary questions about the transition to the Healthy Kids Corporation. (Customer Service Number for parents of Healthy Kids 1-888-216-0015.)

FHCP is very proud of its participation in "Healthy Kids", having become the first HMO for the pilot program started in Volusia County in 1990.

We thank you for your past support and participation in FHCP's Healthy Kids program. Your continued support and participation in our provider network is appreciated.

New PrimeCare at Port Orange

PrimeCare has opened another location for Urgent Care Services. PrimeCare at Port Orange will render necessary and medically appropriate Urgent Care Services to eligible FHCP members of all ages. These services will be available to members after FHCP's normal business hours, weekends and holidays. FHCP members will be charged the applicable Urgent Care Co-pay according to their benefit category.

PrimeCare at Port Orange

740 Dunlawton Ave., Ste., 100

Port Orange, FL 32127

Phone: 386/767-2402 - Fax: 386/274-1508

Hours of Operation will vary for this location

October - Mon. - Fri. 4:00 PM to 8:00 PM

Sat., Sun. & Holidays 10:00 AM to 5:00 PM

November - Mon. - Fri. 12:00 PM to 8:00 PM

Sat., Sun. & Holidays 10:00 AM to 5:00 PM

December and forward - Mon. - Fri. 8:00 AM to 8:00 PM

Sat., Sun. & Holidays 10:00 AM to 5:00 PM

Go Green!



**Save Energy,
Save Money
Recycle,
Reduce, and
Reuse
Green tips for
work and at
home:**

Get off mailing lists. The last thing you need is another office supply catalog or credit card offer on your desk. Before tossing out junk mail, call the company's toll-free service number and ask that your name be removed from the mailing list. Have online retailers e-mail you instead. Almost half of all catalogs are never opened, yet nearly 62 million trees are destroyed and 28 billion gallons of water are used to produce them every year.

Palm Coast FHCP After hours and Walk-In Clinic

Effective Wednesday, October 1, 2008, Gerardo Baldassarri, MD and Dale Intihar, MD, will begin the new Palm Coast After hours and Walk-In Clinic. The new clinic hours will be Monday thru Thursday from 5:00 pm to 7:30 pm.

NO APPOINTMENT NECESSARY!

***Dr. Intihar- Monday and Wednesday
(Children Ages 10 yrs and older)***

***Dr. Baldassarri-Tuesday and Thursday
(Children Ages 1 yr and older)***

Preferred Medical Center-Palm Coast

309 Palm Coast Parkway, Ste. #1,

Palm Coast, FL 32137

Telephone: 386/445-7073

Fax: 386/447-7092

Practice Manager: Sally Hess

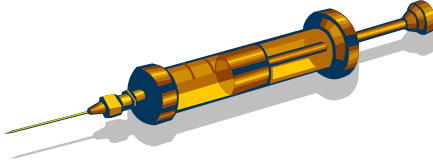
ATTENTION ALL PROVIDERS!

FHCP has a Diabetes Self Management Education program that is recognized by the American Diabetes Association (ADA). This program is a fully covered benefit for all FHCP members. Daytime classes are offered in Daytona, Orange City, Port Orange and Palm Coast; evening hours are held in Orange City & Daytona.

Pre-Diabetes and Healthy Heart Eating (Lipid) classes are also offered in our Daytona Beach, Orange City, and Palm Coast locations.

We are here to help you by delivering high-quality education for patient self-care. For information on class offerings, please contact our Health Education Dept. at (386) 226-4518 or send referral via fax to (386) 226-4519 for scheduling.

Walk-In Flu Shot Clinics



October 6th thru
November 14th

Florida Health Care Plans members 10 & older

Daytona Beach Office

350 Clyde Morris Blvd.
Tues: 8:30A – 11:30A & 1:30P – 5:30P
Wed: 7:30A – 11:30A & 1:30P – 4:30P

Edgewater Office

239 N. Ridgewood Ave.
Tuesdays & Thursdays
8:30A – 11:30A & 1:30P – 4:30P

Palm Coast Office

309 Palm Coast Pkwy.
Tuesdays, Wednesdays, Thursdays
1:30P – 4:00P

Orange City Office

2777 Enterprise Rd.
Wednesdays & Thursdays
8:30A – 11:30A & 1:30P – 4:30P
Friday Evenings: 5:00P – 7:00P

Deland Office

937 N. Spring Garden Rd.
Tuesdays
8:30A – 11:30A & 1:30P – 4:30P

Holly Hill Office

1340 Ridgewood Ave.
Mondays & Wednesdays
7:30A – 4:00P

Port Orange Office

740 Dunlawton Ave., Suite 200
Tuesdays & Thursdays
8:30A – 11:30A & 1:30P – 4:30P

Ormond Beach Office

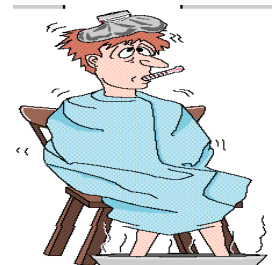
461 S. Nova Rd.
Tuesdays, Wednesdays, Thursdays
1:30P – 4:00P

A PRESCRIPTION IS REQUIRED FOR MEMBERS UNDER 18

Flu shots for members 9 & UNDER – contact a Peds office

For Pediatric appointments, please call:

Palm Coast	445-7073
Holly Hill – PEDS Only	676-7180
Orange City – ask for PEDS	774-2550



“FLU SHOT HOTLINE” 1-866-281-581

**FHCP Effectiveness of Care Adjusted Rates and Percentile Ranking
Compared to NCQA's 2007 Accreditation Benchmarks**

Top 10% of 2007 NCQA Benchmarks for Accreditation:

- * Annual Monitoring for Patients on Persistent Medications
- * Breast Cancer Screening
- * Cholesterol Management for Patients with Cardiovascular Conditions
- * Diabetes LDL Testing
- * Use of Appropriate Medications for People with Asthma
- * Use of Spirometry Testing in the Assessment and Diagnosis of COPD

Getting Services When You Need Them

Our members continue to benefit from improvement in the areas of Preventive Services and remains above the National HMO average (NCQA's Quality Compass®).**

Access To Preventive Care

Children's Access to Preventive Care*	FHCP	National Average
12 to 24 Months	98.15%	97.00%
25 Months to 6 Years	90.89%	89.30%
7 to 11 Years	87.10%	89.20%
12 to 19 Years	84.84%	86.60%
Adults' Access to Preventive/Ambulatory Care*		
20 to 44 Years	90.89%	84.40%
45 to 64 Years	95.24%	91.40%
65+ Years	95.95%	92.30%

**Percentage of those who visited their Primary Care Physician at least once during the year for a preventive visit.*

Prenatal and Postpartum Care		
Timely Prenatal Care <i>(Receiving care during the first trimester)</i>	91.27%	90.60%
Timely Postpartum Care <i>(Receiving care 3 to 8 weeks after delivery)</i>	87.27%	79.90%

****Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).**

FHCP Effectiveness of Care Adjusted Rates and Percentile Ranking

Compared to NCQA's 2007 Accreditation Benchmarks

Top 10% of 2007 NCQA Benchmarks for Accreditation:

- * Adults' Access to Preventive/Ambulatory Health Services
- * Breast Cancer Screening
- * Colorectal Cancer Screening
- * Cholesterol Management for Patients with Cardiovascular Conditions
- * Diabetes HbA1c Testing
- * Diabetes LDL Testing
- * Osteoporosis Management in Women who had a Fracture
- * Use of Spirometry Testing in the Assessment and Diagnosis of COPD

Getting Services When You Need Them

Our members continue to benefit from improvement in the areas of Preventive Services and remain above the National HMO average (NCQA's Quality Compass®)***.

Access To Preventive Care

Adults' Access to Preventive or Ambulatory Care*	FHCP	National Average
20 to 44 Years	94.78%	84.40%
45 to 64 Years	97.35%	91.40%
65+ Years	97.08%	92.30%

*Percentage of those who visited their Primary Care Physician at least once during the year for a preventive visit.

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