

What's Up Doc?



FHCP Provider Newsletter

Volume 13, Issue 2

Fall 2007

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 to all of our New Providers!

Stephanie L. Carinci, M.D., Central Florida Neurological Consultants, Deland
Ashraf El Bohy, M.D., Child Neurology Center of Orlando, Orlando
Kristine F. Ilgenfritz, PA-C, Family Medicine-West Volusia Family Practice, Deland
James R. Piotrowski, PA-C, Neurology-Headache Center of Florida, Port Orange
Padmaja Sai, M.D., Oncology/Hematology-Padmaja Sai, M.D., P.A., Palm Coast
Ahmed N. Shobassy, M.D., Advanced Gastroenterology Centers, PO
Vivian I. Solivan, D.C., Chiropractor-Blaine O'Neal, D.C., P.A., Daytona Beach
Antonio S. Vicencio, M.D., Emergency Medicine Prime Care at Twin Lakes, DB
Casey V. Wilson, PA-C, Family Medicine-West Volusia Family Practice, Deland
Monica P. Antolin, ARNP, Neurology-Child Neurology of Orlando
Samer Bedi, M.D., Internal Medicine-Family Health Center/ FHCP, DB
Sandra O. Dee, M.D., Pediatrics-Stages Pediatric Care, Orange City **EPN ONLY**
Jorge O. Diaz, M.D., Electrophysiology/Cardiology, Lake Mary
Tedra E. Gilmore, M.D., OB/GYN Health Center, Daytona Beach
Raymond J. Ramirez, D.O., Dermatology- Leavitt Medical Associates of Florida, Maitland
Linda A. Rodgers, LMHC, Mental Health-Preferred Medical Center, Holly Hill
Laura R. Ballew, PA-C, Family Medicine-Town Center Family Practice, Orange City
Antonio Canaan, M.D., Psychiatry-Preferred Medical Center, Holly Hill
Charles D. Hechtman, M.D., Radiation Oncology-Halifax Regional Oncology Center, DB
Jeanette L. Lain, PA-C, Urology-Atlantic Urological Associates, Deland
Vijay J. Moradia, M.D., Plastic Surgery-Vijay J. Moradia, M.D., P.A, Port Orange
and 201 Bldg. FHCP General Surgery Suite, Daytona Beach
Huberto Perez, M.D., Ophthalmology- Sakowitz Eye Center, Orange City
Jennifer Richards, ARNP, Pediatric Neurology-Pediatric Neurology, Orlando
Jennifer Stafford, PA-C, Advanced Gastroenterology Centers, Port Orange
Frederick Stewart, PA-C, Neurology-Coastal Neurology, South Daytona
Linda Rodgers, LMHC, Mental Health Department HH FHCP

Reminder from Provider Services

Please notify FHCP of any changes in office location, phone, e-mail, or fax numbers and of any Physician, PA or ARNP that is leaving the office.

Just a Reminder to complete the Information Requests that have been sent to your offices. Information can be sent to Carol Cooper, Provider Relations Coordinator at 386/615-4001. Carol's e-mail address is ccooper@fhcp.com.

Also attached with this newsletter is a list of Departments and job descriptions for the Contract Services Division. Included are employee names, phone numbers, titles, brief job descriptions and the departments they work in. Please distribute copies to your employees for their contact list.



*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

Quality Management Update

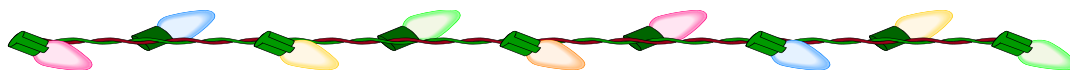
Quantros Forums - The Quality Management Department is pleased to announce we will be conducting Monthly User Forum Meetings. These meetings are designed to address Quantros Software Training sessions as well as Question & Answer opportunities for all Quantros Related issues. We hope the availability of these monthly forums will meet your initial & ongoing needs to succeed as Event Reporters for Quantros by fostering familiarity with the electronic process. We appreciate your interest and commitment to our working together in the delivery of safe patient care. If you are interested in attending any of these sessions send an e-mail to soravec@fhcp.com.

URAC Accreditation on site survey will occur prior to January 2009. Our ongoing efforts to be continually ready will intensify starting in December 2007. Divisions and departments will develop applicable accreditation teams and begin meeting to educate staff and review standards affecting each area. These teams will determine what evidence should be submitted for survey review to demonstrate our understanding and compliance with URAC's standards. Examples of evidence for compliance could be policy/procedure, reports, meeting minutes, satisfaction surveys, handbooks, etc. We encourage everyone to embrace these steps in improving our standards. If you need clarification on any standard send an e-mail with your question to twatson@fhcp.com.

Member Service Department: We would like to share how much we appreciate everyone's effort to accommodate when a Member Service Department Representative contacts you or a member of the staff to assist in a member's concern. Please be aware we also have member's share when they have had a positive experience in our plan. Thank you! We know this is due to the dedication of our providers and staff to deliver efficient, safe and compassionate care consistently! We will continue to give you feedback from our members as this is considered a gift! This is true of compliments and complaints.

Committees: We would encourage your continued participation on committees in 2008. If you are interested in being on a committee please contact the Quality Management Department at (386) 676-7150 or send an e-mail to twatson@fhcp.com?

Aristotle said: "Quality is not an act, it is a habit."



Monthly Health News December 2007

Healthcare becomes top election issue for voters; beating the Iraq war and terrorism
11/02/2007 – According to a survey commissioned by the American Hospital Association (AHA), healthcare outranks Iraq and terrorism as a top issue for voters in the 2008 presidential elections. The survey indicated that 40% of respondents said they wanted presidential candidates to address healthcare, followed by Iraq (32%), illegal immigration (13%), the economy (13%), and terrorism/security issues (10%). Voters were polled in the early primary states of Iowa, Nevada, New Hampshire, and South Carolina. Nearly nine out of 10 voters polled favored a set of changes to the health system that would address healthcare costs and coverage. In addition to universal health insurance, preventive care, and wellness programs, voters supported specific changes such as using more information technology to increase patient safety, lower costs, and reduce paperwork so that providers could spend more time with patients. Interestingly, 55% of voters would support an increase in federal funding for hospitals. American Hospital Association. November 2, 2007.
<http://www.aha.org/aha/content/2007/pdf/071102candidate.pdf>

FHCP Recognized again by the American Diabetes Association

The Florida Health Care Plans diabetes self-management education program in Daytona Beach, Orange City, Palm Coast and Port Orange has been awarded the Certificate of Continued Recognition from the American Diabetes Association. The FHCP program was originally recognized in March of 2002. This program offers high-quality education services to the patients it serves. The American Diabetes Association Education Recognition program has grown to become the leading quality assurance mechanism for diabetes self-management education programs across the country.

The ADA Education Recognition effort, began in the fall of 1986, and is a voluntary process which assures that approved education programs have met the National Standards for Diabetes Self-Management Education programs. Educational Recognition is a method through which programs that meet the criteria of the National Standards for Diabetes Self-Management Education are formally identified for their performance and quality. Programs that achieve Recognition status have a staff of knowledgeable health professionals who can provide state-of-the art information about diabetes management for participants.

Self-management education is an essential component of diabetes treatment. One consequence of compliance with the National Standards is the greater consistency in the quality and quantity of education offered to people with diabetes. The participant in an ADA Recognized program will be taught self-care skills that will promote better management of his or her diabetes treatment regimen. All approved education programs cover the following topics : diabetes disease process, nutritional management; physical activity; medications; monitoring; preventing, detecting, and treating acute and chronic complications through risk reduction, goal setting and problem solving. They also cover psychological adjustment; Preconception care, management during pregnancy, and gestational management are also offered as needed.

Assuring high-quality education for patient self-care is one of the primary goals of the Education Recognition program. Please join us at FHCP to congratulate our quality team of professionals providing this excellent quality education: Dr Gerald Miceli, Director of Endocrinology Services, Dr Sheila Gupta, Dr Christina Rho, Dr. Chaitanya Yajnik, Cara Meece, RD, LD, Catherine Robinson, RD, LD, CDE, Patricia Weiss, RN, David Yukes, RN, CDE, Patricia Teuton, RN, Ana Morales, Diabetes Information Specialist and Spanish translator and Evelyn Haussmann, class scheduler. Through the support of the health care team and increased knowledge and awareness of diabetes, the patient can assume a major part of the responsibility for his/her diabetes management.



**All FHCP
Facilities will
be closed
Monday, and
Tuesday,
December,
24-25**



**and Tuesday,
January 1**



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

Safety tips for the Holiday Season

Here are some nationally recognized crime prevention tips that you may find helpful.

Be aware of your surroundings.

Park in well lit areas.

Make sure your vehicle is locked and valuables are out of sight.

Have your keys in hand when entering your vehicle.

If you see something, Say, Something. (suspicious activity, persons, or vehicles)

Ask for an escort from Security or Law Enforcement if you feel uncomfortable.

A Note from Medical Billing

Please send all request (phone and written) for NPI numbers to Yaischa Barbour ext 7133 or Angel Troutner ext 7318 in the Medical Billing Department HH FHCP.

Information Technology Solutions Center

Pardon our progress! Complementing the implementation of the Electronic Health Record at Florida Health Care Plans, FHCP is building and changing our physical plant for better patient service, better patient care and integrating technology into all our plans. A dedicated Vital Signs room will be incorporated into the practices to expedite your visit. Using vital signs equipment designed to non-invasively and automatically load your temperature, blood pressure, pulse and blood oxygen levels into your electronic medical record, this space is been designed to speed your visit while decreasing transcription errors. You will also see a computer terminal in your physician's waiting room! Why? FHCP patients are highly encouraged to sign up for a Personal Health Record with iHealth. iHealth gives FHCP members the ability to request appointments, request prescription refills and obtain patient information and education all online! No holding on the phone anymore for these services. Remember that room with all those paper charts? Well that room and all that paper will be phased out as the FHCP e-health transition occurs. All of these changes will be gradually introduced to FHCP starting with our Ormond Beach office in 2008.

Mikelle Streicher, PhD, RN Director, Clinical Solutions



Credentialing Procedures for Health Practitioners

Now that the New Year is approaching, we would like to remind you that all licensed independent practitioners that join your practice must be credentialed by FHCP. This includes any individual who is permitted by law to provide patient care services without direct supervision of an M.D. or D.O.

FHCP is accredited by URAC. FHCP is required by both URAC and the Florida State Agency of Healthcare Administration to credential any licensed independent practitioner (PA-C, ARNP, CRNA and CNM) that would be providing services to FHCP members in your office.

Note: When a practitioner is no longer associated with your practice, let me know so I can remove them from your contract. Contact Robin Robson, Network Provider Contract Coordinator at 386-676-7100 x7616, rrobson@fhcp.com, or 1340 Ridgewood Avenue, Holly Hill, FL 32117 for any additions or changes.

Thank you in advance for your help keeping track of the comings and goings of practitioners to Florida Health Care Plans. I look forward to working with each of you in the coming year.

Robin Robson, Network Provider Contract Coordinator