



If you or your offices have an email address change please notify [ebruner@fhcp.com](mailto:ebruner@fhcp.com) of your new email address, to insure your uninterrupted service of the Provider Newsletter

## Attention Providers

Physicians order is now needed for a screening Mammogram

## *Welcome to all New Providers!*

### SPECIALTY

Mary Ann Dunn, ARNP-C, Pediatrics/Children's Medical Center-Ormond Beach  
Adam Lemnoui, D.C., Chiropractic/Flagler Chiropractic-Flagler Beach  
Vicenta M. Birthright, PA-C, Gastroenterology of Greater Orlando-Orange City  
Kimberly Clayton, M.D., Gen. Surgery, BFMC-New Smyrna Beach  
Jerry N. Shuster, M.D. FHCP Ophthalmology, BFMC Edgewater Building  
Gary L. Waterman, D.O., FHCP Dermatology, BFMC Edgewater Building  
Janell W. Verkaden, ARNP-C, Oncology, Memorial Medical Oncology-Ormond Beach  
Kathryn S. Villano, M.D., Maternal & Fetal Medicine, Regional Obstetric Consultants-Jacksonville

## **FHCP Welcomes Halifax Employees as FHCP HMO Members**

Florida Health Care Plans has been selected by Halifax Health as their fully insured HMO plan **beginning January 1, 2010**. A FHCP HMO benefit plan has been offered to Halifax Health Employees as an alternative to their self-funded plan. We are very excited about this new relationship and look forward to working with our HMO network providers in providing care to these members. Please remember:

- Halifax Health employees who select FHCP as their health plan will be FHCP HMO members.
- Your current FHCP HMO Health Service Agreement will apply to these new members just as it does to all other FHCP members.
- As HMO members, Halifax Health employees must use HMO participating providers for all services (except for emergency or urgent care). They will **not** have an out of network benefit or access to our Expanded Provider Network (EPN).
- FHCP member cards will be issued in the new format that we use for all other HMO members.
- Halifax Health employees will access care through our existing HMO providers supplemented by a few additional providers. **This supplemented HMO network will be called the Halifax Employee Care Network (HECN).**
- As HMO members, they will be required to select a PCP to coordinate their care. FHCP will assign Halifax Health Employees to PCP's participating in HECN.
- Once again, **HECN is comprised of FHCP's current HMO provider network supplemented by a few additional providers.**

If you have any questions regarding the above, please feel free to contact Provider Services.

## *November is National Diabetes Month*

As a health professional you are more than aware of the impact diabetes has on your practice. Uncontrolled blood glucose levels lead to life-threatening complications such as heart disease, stroke, kidney disease, blindness, and amputation. As obesity rates in the U.S. population increases, so does the diagnosis of individuals with diabetes. According to the American Diabetes Association, 24 million children and adults in the United States live with diabetes. There are 57 million Americans with pre-diabetes who are at risk for developing type 2 diabetes. One of every 3 children born today will face a future with diabetes if current trends continue.

What can you do to help prevent this epidemic? Encourage your patients to get involved to learn more about their disease so they can make educated decisions about their health. The FHCP Diabetes/Member Education department has an ADA approved 10 hr. self management education class. We also have individual appointments and a refresher course to help your patients learn more about the disease and how to control it.

Nutrition counseling, cholesterol classes, and pre-diabetes classes are also available. For more information, please call 386-676-7133 or toll free 1-877-229-4518.



## ***New FastFax Service Speeding up renewals for members***

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

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

If the Provider does not approve their medication renewal, members need to be instructed to contact their Provider for further assistance.

**FastFax is another service brought to you by Florida Health Care Plans."**



**Florida Health Care will be closed for the Holidays on these dates:**

**December 24<sup>th</sup> & 25<sup>th</sup>**

**January 1<sup>st</sup>**



## ***Ultrasound Accreditation***

FHCP is pleased to announce that we have received repeat Accreditation from ACR for our Vascular Ultrasound and General Ultrasound services with scores of...

General Services – 99.32%

Vascular Services – 97.22%

We are now good until August of 2012 for General and Vascular Accreditation.

Kristen

# Influenza-like-illness (ILI) or Cold?



## Orange City After Hours Clinic

### Peds After Hours Clinic

Ages: birth to 18 years  
Monday thru Friday 4:00 pm to 6:45 pm

### Adult After Hours Clinic

Monday and Wednesday  
5:00 pm to 7:15 pm



## How is influenza-like-illness (ILI) different from symptoms with colds?

Because influenza-like-illness symptoms are quite similar to cold symptoms, it's often hard to tell the difference. But there is one clue that can help you know. When you have influenza-like-illness, you feel symptoms sooner than you would cold symptoms, and they come on with much greater intensity. Whether you are talking about seasonal flu or swine flu, it usually starts with the abrupt onset of fever, headache, fatigue, and body aches.

Seasonal flu is not normally associated with gastrointestinal symptoms, like diarrhea and vomiting, at least not in adults. However, these symptoms appear to be more common with swine flu.

## What symptoms will I have with influenza-like-illness (ILI)?

With influenza-like-illness, you may feel very weak and fatigued for up to 2 or 3 weeks. You'll have muscle aches and periods of chills and sweats as fever comes and goes. You may also have a stuffy or runny nose, headache, and sore throat.

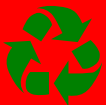
## Comparing influenza-like-illness (ILI) with cold symptoms?

The following chart can help you compare influenza like illness with

Symptoms	Cold	ILI/Flu
Fever	Rare	Characteristic, (100-102° F); lasts 3-4 days
Headache	Rare	Prominent
General Aches, Pains	Slight	Usual; often severe
Fatigue, Weakness	Quite mild	Can last up to 2-3 weeks
Extreme Exhaustion	Never	Early and prominent
Stuffy Nose	Common	Sometimes
Sneezing	Usual	Sometimes
Sore Throat	Common	Sometimes
Chest Discomfort, Cough	Mild to moderate; hacking cough	Common; can become severe
<b>Complications</b>	Sinus congestion or earache	Bronchitis, pneumonia; can be life-threatening
<b>Prevention</b>	Good hygiene	Annual flu shot
<b>Treatment</b>		Antiviral drugs within 24-48 hours of onset



*Go Green!*



**Save Energy,  
Save Money  
Recycle, Reduce,  
and Reuse**

*Think before  
you print!*



## *Are you being Green?*



Are you still filing papers?  
How many file cabinets are in your office?  
Do you still print out reports, e-mails, and handbooks?  
Are you still stuck in the last century?  
Why not move into this century. Try filing on the computer.

The cost of office supplies such as paper, file folders, file cabinets and binders are outrageous these days. Try these tips.

- Make a file folder in my documents with the name of the report or department and save it in word or excel.
- File e-mails by the name of the person or department that sent it to you on your outlook mail folders. All you have to do is drag it from your e-mails and into your mail folders. How easy is that?
- Scan papers to your computers and then file them on your computer or a departmental shared drive if applicable.

These are just a few examples. Think of ways you can go paperless and come up with your own filing system. If you have any questions or need help just call our IS Helpdesk ext. 4090. Our system is backed up every night as long as you save to My Documents your files will not be lost.

**You'll be saving time, manpower, trees, storage space, and the earth. Not to mention saving money for the company, which benefits us all?**

**Thanks for your help! Go Green!**

## **Reminder to All Providers:**

From FHCP Credentialing Department

Please go to the Florida Department of Health Licensure website [http://ww2.doh.state.fl.us/mqaservices/flhealth\\_PractitionerServices.asp](http://ww2.doh.state.fl.us/mqaservices/flhealth_PractitionerServices.asp) to update your Practitioner Profile. Your practice address, board certification status, etc. may have changed since you last updated your profile. You should be able to make the changes online. If you cannot, you can also mail or fax them your request and they will update it for you.

**NOTE: The law states you must update your Practitioner Profile within 15 days. S.456.042, F.S.**

When a member or potential member inquires about information regarding your training and board certification status they are given the Florida Department of Health Licensure website to review your Practitioner Profile. Updating this will help them in their decision of choosing a practitioner.

If you have any questions or need assistance the Credentials department will be glad to assist. You may call 386-676-7100 x7234 or email [rhaldden@fhcp.com](mailto:rhaldden@fhcp.com) with your questions.

## **Tips for a Safe Holiday Season! By Bill Evans**

### 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 will break in to your car and 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.

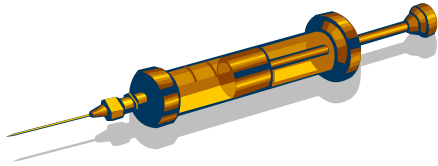
### Home:

- 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.
- Trust your instincts



**Florida Health Care Plans would like to wish everyone a safe and Happy Holiday Season!**

# Seasonal Flu Shot Clinics



December 7th thru  
December 18<sup>th</sup>

**Florida Health Care Plans members 10 & older**

## Daytona Beach Office

350 Clyde Morris Blvd.

**Due to ongoing construction flu shots  
will NOT be offered at this facility**

## Edgewater Office

239 N. Ridgewood Ave.

December 8<sup>th</sup>, 10<sup>th</sup>, 15<sup>th</sup> & 17<sup>th</sup>

8:30A – 11:30A & 1:30P – 4:30P

## Orange City Office

2777 Enterprise Rd.

December 9<sup>th</sup>, 10<sup>th</sup>, 16<sup>th</sup> & 17<sup>th</sup>

8:30A – 11:30A & 1:30P – 4:30P

December 11<sup>th</sup> & 18<sup>th</sup> 5:00P – 7:00P

## Palm Coast Office

309 Palm Coast Pkwy.

December 9<sup>th</sup>, 11<sup>th</sup>, 16<sup>th</sup>, & 18<sup>th</sup>

8:30A – 4:00P

## Deland Office

937 N. Spring Garden Rd.

December 8<sup>th</sup> & 15<sup>th</sup>

8:30A – 11:30A & 1:30P – 4:30P

## Holly Hill Office

1340 Ridgewood Ave.

December 7<sup>th</sup>, 9<sup>th</sup>, 14<sup>th</sup>, & 16<sup>th</sup>

7:30A – 4:00P

## Ormond Beach Office

461 S. Nova Rd.

December 8<sup>th</sup>, 10<sup>th</sup>, 15<sup>th</sup> & 17<sup>th</sup>

1:00P – 4:00P

## Port Orange Office

740 Dunlawton Ave., Suite 200

December 7<sup>th</sup>, 8<sup>th</sup>, 15<sup>th</sup> & 18<sup>th</sup>

7:30A – 4:00P

**A PRESCRIPTION IS REQUIRED FOR MEMBERS UNDER 18**

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

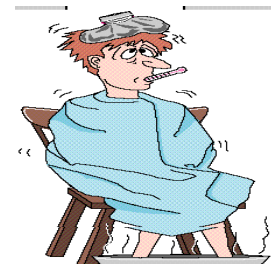
**For Pediatric appointments, please call:**

Holly Hill – PEDS Only

676-7180

Orange City – ask for PEDS

774-2550



**“FLU SHOT HOTLINE” 1-866-281-5812**