



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.



FHCP will be closed on Monday, May 31, Memorial Day



## Welcome to all New Providers!

- Jecebu Ceballos, MD, Family Medicine-Palm Coast **EPN ONLY**
- Salma Elfaki, MD, Pediatrics, Children's Medical Center-Ormond Beach
- Benjamin Epstein, DO, Orthopedic Surgery, SE Volusia Medical Services-NSB
- Adnan Akhtar, MD, Oncology, Memorial Health Systems-Orange City
- Jeffrey G. Brabham, MD, Radiation Oncology-West Volusia
- Laurence Brenner, MD, Hand Surgery services, Halifax Health Center for Plastic and Cosmetic Surgery-Daytona Beach
- David M. Gay, MD, Flagler Orthopedics & Sports Medicine-Palm Coast **EPN ONLY**
- Eric S. Piazza, PA-C, Physicians Assistant, Halifax Health Center for Neurosurgery-DB
- Sean P. Tirney, MD, Urology, Atlantic Urological Associates-Deland
- Kandace F. Vagovic, PA-C, Physicians Assistant, DB Women's Center-Daytona Beach

### FHCP Comparison of Products

Flu-shots.....	Free
PCP Co-pays.....	\$ 20.00
Specialty Co-pays.....	\$ 35.00
Taking care of our members.....	<i><u>Priceless!</u></i>

Thank you for your caring and conscientious commitment to our members.

For all that you do throughout the year we Thank You!

## Happy Doctors' Day

Florida Health Care Plans  
Administration and Staff



## Go Green!



**Save Energy,  
Save Money  
Recycle,  
Reduce, and  
Reuse**  
Green tips for  
work and at  
home:  
Plant a tree!  
Celebrate  
Arbor Day and  
Earth Day in  
April

The average person is responsible for emitting 94 pounds of carbon dioxide every day. It takes four trees, which act as natural air filters, to offset the carbon dioxide each person generates in a month.

Check with local nurseries and plant trees where you can. You can also donate online and for each dollar donated, [AmericanForests.org](http://AmericanForests.org) plants a tree.\*



## FYI

## Interpreter Services



FHCP makes interpreter services available, as needed, for all members during their enrollment. These services include interpreter services for the Deaf and Hard of hearing as well as Non- English Language interpretation. If your office is in need of these services for an FHCP member, please contact Carol Cooper, LPN, in Provider Relations at 386/615-4001.



## Nurses: Caring today for a Healthier tomorrow!

National Nurses week is celebrated annually from May 6, also known as National Nurses Day through May 12, the birthday of Florence Nightingale, the founder of modern nursing. Please join us in this celebration!



"I guess the green eggs were more than you bagained for?"



Thursday is  
April Fools Day!



Provider  
Surveys  
Coming  
Soon!



## ***FHCP Medicare Health Support Program***

The **FHCP Medicare Health Support Program** is a collaborative effort to assist you in the coordination of care of those members with multiple or significantly chronic conditions. The MHS program is focused on those members who have been identified with one or more of the following conditions, for at least one year, and have had at least three or more ER visits &/ or acute inpatient stays within the past 12 months, related to the condition(s):

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

This program is designed to reinforce your treatment plan for the patient. Our staff will assist your patients in the MHS Program to better understand and manage their condition. We will send you updates as appropriate.

The MHS program will provide the following services to enrolled patients

- Telephone support from nurses/staff to educate and answer questions about their conditions.
- Periodic re-evaluation
- Periodic newsletters specific to their conditions
- Educational and informational materials for disease and medication management and improved lifestyle choices.
- Assistance in preparing for physician visits
- Information about upcoming events such as health fairs.

Membership in the Medicare Health Support Program is voluntary. Neither, you nor the qualifying members have to take action, the member is automatically enrolled based on criteria above. We will notify you of their participation. If at any time your patients wish to stop participating in the program, they need only call.

Depending on the level of your patient's participation and identified needs, you may receive a copy of Case Management's Plan of Care (POC), for your input, review and signature. The initial POC will include the member's comprehensive health questionnaire, a self reported medication list and any recommendations the RN Case Manager provided to your patient. The signed POC should be returned to the Case Management Department.

If you or your staff have any questions concerning the MHS program or if we can assist you in any way, please call FHCP Case Management Department at 676-7100, ext. 7187

### **Medical mission to Haiti are, from left, Rhonda Cilliac, RN, Marguerite Geffrard, RN, Dr. Regina Asihene and Belinda Celestin, RN.**

Picture by N-J | Mark I. Johnson





## Dr. Regina Asihene back from Medical Mission to Haiti



### 2010 National Infant Immunization Week (NIIW)

The Florida Department of Health, Bureau of Immunization is pleased to announce the 2010 National Infant Immunization Week (NIIW) theme:

**"Love them.**

**Protect them.**

**Immunize them."**

This year, NIIW will be held during April 24 - May 1, 2010. National Infant Immunization Week is an annual observance to promote the benefits of immunizations and to highlight the importance of immunizing infants against 14 vaccine-preventable diseases by age two. Since 1994, NIIW has served as a call to action for parents, caregivers, and healthcare providers to ensure that infants are fully immunized. Childhood vaccinations are one of the best ways for parents to protect their children against vaccine-preventable diseases. However, these diseases still exist and continued vaccination is necessary to protect everyone from potential outbreaks.



As we all know, on January 12 of this year Haiti was hit with a devastating earthquake as seen on TV and in the newspapers. Many of us asked: What can we do? How can we help? I would like to tell you of one dynamic lady that answered the cries for help.

On February 18<sup>th</sup> Dr. Regina Asihene with others from her church went to Haiti to do what they could to help. They originally planned to stay for one week. On the 25<sup>th</sup> of February the day of her return, we received a brief phone call from Dr. Asihene letting us know that she would not be back when expected. Due to flight problems she would be coming back on the 27<sup>th</sup>. We were so thankful to hear her voice because Haiti had 2 aftershocks while she was there and per the news we knew the people there were in a desperate situation. We had to scramble to get all the patients rescheduled for the 26<sup>th</sup> but with everyone's help we succeeded. (I would personally like to thank everyone for the effort put forth.)

I always knew Dr. Asihene was a hard worker but to hear they treated 1200 patients in 6 days is astounding. They went out to the people most of whom had never seen a Doctor before and who could not get to the places set up for Medical assistance because of the distance. Most people travel mainly by foot in Haiti. Can you imagine NEVER having seen a medical doctor?

Dr. Asihene and their medical team were at Port-au-Prince for 2 days, Turbe for 2 days and Dinis for 2 days. In Dinis they experienced the tension of pushing, shoving and had to have security present for their protection.

#### **How do you treat 1200 patients in 6 days you ask?**

- 1 person registers the patient getting their name, age, religion, and vitals.
- 2 people took care of chief complaint and diagnosed the patient.
- 1 person took care of their pharmacy needs.
- 1 person educated the patient on what the medicine was, and how to take the medication, etc.
- The Pastor then prayed with them.

The News is reporting a lot of malaria. The medical staff that went to Haiti saw 2 cases of Typhoid and 1 case of Dengue Fever, Blood Pressure problems – most of them averaging 200/100, Infectious Bronchitis, Wound care, Vaginitis, Electrical Burns, Dehydration, Malnutrition, Diabetes, Skin infections like ring worm and scabies and a lot of joint pain. The patients were given a 30 day supply of medication, a full dose of antibiotics and hygiene packets.

(Continued on next page)

## Good Health

### Food of the Month

## Cabbage



Celebrating Cabbage: an overlooked, inexpensive, superstar full of nutrition. Rich in Vitamin C and several of the B vitamins and an excellent source of fiber. The outer leaves are a good source of vitamin E, making it good for the complexion. Red cabbage is higher in fiber than green, with 4 ounces of it boiled and drained offering 2.7 grams. It's higher in vitamin C, offering 25.8 milligrams for 4 ounces cooked. Red cabbage is also higher in calcium, iron, and potassium than its green cousin.

Hailed as a cancer inhibitor, particularly colon cancer, cabbage also stimulates the immune system, kills harmful bacteria, soothes ulcers, and improves circulation. Research has shown lower risk of certain types of cancers among groups that eat cabbage regularly, 3 to 5 cups (servings) per week. When shopping look for heavy heads that have no bruising or soft spots. Can be stored in plastic wrap with air holes to reduce moisture buildup for a couple of weeks in the refrigerator. Once cabbage is cut or shredded like lettuce it deteriorates rapidly. Eat quickly to retain more Vitamin C.

For general cooking, cabbage can be steamed, braised, baked, sautéed or stuffed, as well as eaten raw.

Use whole steamed cabbage leaves for wraps instead of tortillas or flat breads.

Shred cabbage in salads, soups or sandwich filling.

Try cabbage in stir-fry.

In Haiti there are 2 million people living on the streets in cardboard boxes and tents. Bodies are still lying in rubble. There is no sanitation. Here we have wonderful bathrooms; in Haiti, they have to urinate in the streets; we drink from water bottles while they drink from a pot hole in the street and children eat dirt due to hunger.

Why would one go to such a place with such an overwhelming need? The **PEOPLE**. Dr. Asihene said these wonderful people are warm, caring, appreciative, and hard working people in very very bad conditions.

So why did Dr. Asihene not just write a check? I asked her that before she left; after all, who wants to reschedule patients. Her answer: "I need to help them."

Thank you Dr. Regina Asihene for representing Florida Health Care Plans. We are very lucky to have caring and compassionate doctors, like you in our organization.

If anyone is interested in their future missions to Haiti, please contact Dr. Asihene at the FHCP Edgewater Facility.

Renee Main, Office Manager, FHCP Edgewater



East Coast Bariatrics, located at Halifax Health Medical Center, is a comprehensive surgical weight loss program for patients with clinically severe morbid obesity.

Our surgical program is unique to our community. Our multidisciplinary team of professionals includes physicians, nurses, dietitians, mental health, exercise physiologists and support counselors. Each member of our bariatric surgery team is dedicated to helping patients improve their medical risk factors and reduce their weight through a comprehensive approach to weight management that includes:

Laparoscopic Roux-en-Y Gastric Bypass  
Laparoscopic Adjustable Gastric Banding (Lapband®)  
Laparoscopic Vertical Sleeve Gastrectomy (VSG)

Our emphasis is to work together with each patient and emphasize that weight loss surgery itself is but one tool in an overall life changing decision towards an improvement in health, which targets the goal of wellness.

Things to know as a Healthcare Provider:

No referral or physician letter is needed to enter the Bariatric program.

All you have to do to refer a patient is give them the East Coast Bariatrics phone number. We take it from there!

Our Bariatric insurance coordinator will guide your patient through their individual insurance requirements.

Bariatric in-services and education are available for your staff.

To refer a patient or request written material for your practice please call 386.238.3205 (option 3) or email: [tsalyerds@fhcp.com](mailto:tsalyerds@fhcp.com)

## Mother's Day

Don't forget  
MOM



Mothers Day  
Sunday, May 9th

*We do not quit  
playing because we  
grow old, we grow  
old because we quit  
playing.*

**Oliver Wendell  
Holmes**

Armed Forces  
Day



Sunday, May 15th

# ATLANTIC INSTITUTE OF CLINICAL RESEARCH

IS CURRENTLY ENROLLING THE FOLLOWING CLINICAL TRIALS:

ATRIAL FIBRILLATION

HYPERTENSION

LOW LIBIDO IN PREMENOPAUSAL WOMEN

LOW LIBIDO IN POSTMENOPAUSAL WOMEN

OPTIC NEUROPATHY

OSTEO ARTHRITIS & RHEUMATOID ARTHRITIS

OVERACTIVE BLADDER  
*(for people 65 or older)*

Coming Soon:  
Type 2 Diabetes

You don't have to be a FHCP member to participate in these studies.

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

## EHR News

Already, in 2010, 11 additional providers and 20 staff members have been added to the FHCP team who has access to the Electronic Health Record. Palm Coast in January, Behavioral Health in February, and we are looking forward to our next practice going live in May, Advanced GI. Later this year we will be implementing Ophthalmology, Radiology and Dental practices.

With the Behavioral Health staff live on the EHR, you can now generate a referral by directly tasking the referral order to the Behavioral Health Team. Having the ability to task referrals to Ultrasound, Case Management, Central Referrals, Diabetic Education, and now Behavioral Health will allow the departments receiving the referrals to respond quicker to your patient's needs.

The adoption and utilization of the EHR has been a tremendous change for the Providers, Clinicians and their Support Staff and we thank each of you for your hard work as you have made significant changes in your office. In 2010 we are exploring the potential opportunities of the system for improved patient care.