



Welcome to all New Providers!

Maria Vintimilla, M.D. - Rheumatology, NSB & Port Orange
Kottapurath Kunjumoideen, M.D., Advanced Hematology & Oncology Centers, OC
Arthur Nwaubani, M.D., Pediatric Neurology, Orlando
Sharon Oglesby, M.D., Family Medicine, Halifax Health Center for Family & Sports Medicine, Daytona Beach
Ted Robertson, M.D. - OBGYN, Volusia OBGYN, Daytona Beach
Julia Howe, LCSW - Psychiatry/Behavioral Health, HH FHCP
Wing Yi Liu, M.D. - Cardiology Department DB FHCP

The following providers are all West Volusia Medical Associates - Primary Care, DeLand:

Curt Rausch, M.D.,
Luc Marie Reginald Schutt-Aine, M.D.,
Joseph dePeyster, M.D.,
Thomas Montaldo, M.D.,
Albert Razzetti, M.D.,
Zoe Paiva, ARNP,
April Norris, ARNP,
Valerie Tanner, ARNP

Announcing Carenet Healthcare Services



FHCP is pleased to announce that we have contracted with Carenet Healthcare Services to provide 24/7/365 nurse advice line services. Members can call toll free **1- 866 - 548 - 0727** to speak with experienced, bilingual Registered Nurses who are available to assist members in making the right choices involving health issues; utilizing evidence-based guidelines. Besides providing triage care for current symptoms, they can also help our members better understand diagnoses, prescribed medications and where and when to go for more help.

For our EHR PCPs, a Triage Report of your member's call to the Nurse Line will be sent to your task list. The Triage Report will also be located in the Patient Information section of the chart. Contracted providers will have the Triage Reports faxed to their office.

We encourage you to let our members know about this exciting new service now available. For questions concerning this service, call Debbie Bates @ (386) 676-7100, ext. 7788 or email dbates@fhcp.com

Florida Health Care Plans will be closed for the Holidays on these dates: December 24th and 31st.



If you or your offices have an email address change please notify ebrunner@fhcp.com of your new email address.





Reminder!

Clinical Practice Guidelines are available on the Florida Health Care Plans' website at www.fhcp.com, click on the Providers tab, and then click on Medical guidelines under the Providers tab. In the column on the left, click on Medical/Clinical Guidelines.

As guidelines are updated they will also be made available on the web. Hard copies are available upon request by contacting Carol Cooper in Provider Services at (386) 676-7100 extension 4001.



FLORIDA HEALTH CARE PLANS ANNOUNCES NEW CEO

HOLLY HILL, FL – Florida Health Care Plans (FHCP) has provided health insurance and services to meet the needs of Volusia and Flagler County residents for over 35 years serving Florida Healthy Kids, Small and Large Groups, Cover Florida and Medicare. Continuing this legacy of service, Wendy Myers, MD, has been appointed CEO of FHCP effective January 1, 2011. Dr. Myers, a resident of Daytona Beach since 1992, started her FHCP career as a Hospitalist, and then continued as a Primary Care and Quality Review Physician. During the past 10 years as President and Chief Medical Officer, Dr. Myers advanced FHCP's local and national standings by leading FHCP to URAC accreditation and implementing a nationally recognized electronic medical record. Myers received her Doctor of Medicine from the University of Florida. She is a Diplomat of the American Board of Internal Medicine and American Board of Quality Assurance and Utilization Review Physicians. "I am honored to be offered the opportunity to serve our members and communities. Along with everyone on the FHCP team, I will engage people and integrate processes and technology to improve patient safety, quality of care and member satisfaction."

Edward "Butch" Simpson has accepted the role of consultant on legal and regulatory issues effective January 1, 2011. Simpson's extensive career with FHCP began 35 years ago as an attorney. He served as Executive Director prior to being named CEO in 1994. Simpson played an instrumental role in Blue Cross Blue Shield of Florida's successful acquisition of FHCP in 2009, further solidifying FHCP's reputation in the community for high-quality, affordable health care. Simpson noted that "Florida Health Care Plans has been planning this executive succession for two years. Drs. Myers and Zuckerman, along with Dave Schandel, Chief Financial Officer and Associate CEO; Mikelle Streicher, PhD, RN, Chief Marketing and Sales Officer; and, Jim Bare, Chief Information Officer; are a committed executive team who will carry FHCP into the future to meet the needs of our community and the demands of health care reform."

Joseph Zuckerman, MD has been appointed Chief Medical Officer (CMO), also effective January 1, 2011. Dr. Zuckerman will be responsible for creating health care strategy and policy for FHCP. He will lead the development and maintenance of care, quality and professional programs. Prior to his appointment, Zuckerman served as Director of Hospital Services at FHCP and during that time was instrumental in starting a Hospitalist Service for Halifax Medical Center. He has been actively involved in medical education for more than 20 years, teaching clinical internal medicine to both medical students and residents, and also serves as a Clinical Assistant Professor at Florida State University College of Medicine. Dr. Zuckerman received his Doctor of Medicine from Albany Medical College and is a Diplomat of the American Board of Internal Medicine. "I feel fortunate to have the opportunity to join a very talented and experienced executive team at FHCP".

Elder Abuse and How to Report it, Prevent it

Florida Law requires that any person who knows, or has reasonable cause to suspect, that a vulnerable adult has been or is being abused, neglected, or exploited shall immediately report such knowledge or suspicion to the Florida Abuse Hotline on the toll-free telephone number, 1-800-96-ABUSE (1-800-962-2873). The TDD (Telephone Device for the Deaf) number for reporting adult abuse is 1-800-955-8770. Vulnerable adults are persons eighteen and over (including senior adults sixty and over) who, because of their age or disability, may be unable to adequately provide for their own care or protection. The Florida Abuse Hotline accepts calls 24 hours per day, seven days a week. The Abuse Hotline counselor is required to let the person calling know whether the information provided has been accepted as a report for investigation.

Patient Safety Initiative Project

Patient safety is an important part of our quality programs at Florida Health Care Plans. As an organization we work on many things to improve the safety of care that our members receive.

We have begun work on our new Patient Safety Initiative project that will focus on the use of high risk medications in the elderly. This patient safety measure will address medication management to prevent harm associated with certain medications used in the elderly.

One important aspect is to have an up-to-date record of all medications used by our members. As we know, some of our members get prescriptions filled at pharmacies other than our Florida Health Care Plan locations. When a member requests to fill their prescription at an alternative pharmacy (ex. Wal-mart, Walgreen's, or VA), please ask them to sign a release while they are at the pharmacy giving permission for them to send their medication information to FHCP. It is important for us to have these records for the safety of our patients.

We will be providing you with more information on this important Patient Safety Initiative project in the near future.

Why Shouldn't I Share My Password? Because sharing passwords is illegal.

Passwords are an important aspect of FHCP's data security. Sharing passwords undermines our privacy and security infrastructure and expressly violates FHCP policies and procedures as well as both federal and state laws.

Upon being granted access rights into FHCP's information systems, all Users are issued a unique User Access Code that is comprised of a User ID and **Password**. These User Access Codes are assigned to one individual and one individual only. By accepting the User Access Code assigned to you, you agree to abide by all standards, policies, and procedures outlined within FHCP's Computer Access User Agreement.

Your assigned User Access Code is the equivalent of your electronic signature/identity in our information system and when you share your password, not only are you sharing your electronic identity, but you are also putting yourself, FHCP, and our members protected health information at risk.

Please remember not to share your passwords with anyone, for any reason.

If you have questions or concerns about password sharing, adding new users, or need to reset a password, please contact FHCP's I.S. Help Desk at HelpDesk@fhcp.com or call #386-615-4090.

Asthma Tool Kits Available



If you would like an Asthma tool kit that contains educational information for your patients in English and/or Spanish, please send your fax request to: Quality Management at 386-481-5088 or e-mail us at: QualityManagement@fhcp.com

AVAILITY ANNOUNCEMENT



Availity is a secure Health Information Network that saves time, improves accounts receivables, and enhances patient care-without spending an extra penny. They are continually expanding their real-time coverage among the nation's leading health plans-helping you focus on patients, not paperwork.



Florida Health Care Plans (FHCP) has begun to migrate web based functionality of information for providers from our current proprietary online applications (PAI and Provider Portal) to Availity. The table below summarizes our current state of transition. FHCP will be transferring additional functionality to Availity for many other inquiry types in the coming months.

If you have any questions about access, please contact Availity Client Support at 800 / AVAILITY (282-4548) or support@availity.com.



<u>Enhanced</u> Functions through AVAILITY	<u>Continuing</u> FHCP PAI / Provider Portal Functions
Member Eligibility Status – both individual and batch status requests are accepted	LabCorp laboratory results reporting and trending for members
FHCP Benefit Plan/Service Coverage Inquiries (summarized general benefits and specific benefit information)	History and current status of member prescriptions dispensed through FHCP pharmacies
Real-time member deductible and out-of-pocket balances for the current year	Status of FHCP Referral Request Authorizations
Provider claims Status Information	Member's current PCP Assignment
	PCP panel additions, deletions, detail/summary

Availity does not have the capability to support benefit information for Option 2 of the FHCP Triple Option benefit.

EPN providers can use Availity to verify eligibility only. The “in-network” benefits on Availity are Option 1. Out of Network is Option 3. FHCP hopes to add Option 2 in the future.

For issues regarding access to PAI or Collier County Provider Portal, please contact ProviderRelations@fhcp.com.





Matter of Balance Program!

Here's what some of our Members are saying!

"Due to what I learned in the Matter of Balance class, I had an outside railing installed at the back entrance of my home. Both my wife and I wonder how we ever got in the back door before the railing was installed." Bill H., age 85-89

"I have been doing the Matter of Balance exercises faithfully and I can get up out of a chair without as much effort as previously." Liz P., age 80-84

"Most important was holding the Matter of Balance classes at the Florida Health Care Plans facility in Edgewater." Cathy D., age 80-84



Past Newsletters

If you missed a previous Provider newsletter or wish to retrieve archived ones, the FHCP newsletters are available online at www.fhcp.com under the "Providers" section of the website. The "Providers" section is located to the far right. After clicking on the "Providers" section, the newsletters are located on the left side in the blue shaded box under "Newsletter Archive". All of FHCP's past editions are available to view online or print.

Matter of Balance



Florida Health Care Plans is pleased to announce a program called **A MATTER OF BALANCE**. It is an award-winning program designed to manage falls and increase activity levels and balance.

Who should attend?

- anyone concerned about falls
- anyone interested in improving balance, flexibility & strength
- anyone who has fallen in the past
- anyone who has restricted activities because of falling concerns

What will you learn?

- how to view falls as controllable
- how to set goals for increasing activity
- how to make changes to reduce fall risks at home
- how to exercise to increase strength and balance

This 8 week class is open to both men and women of any age and is currently being offered at various FHCP facility locations. FHCP will cover this program for FHCP members in the FHCP Preferred Fitness Program. A nominal fee will be charged for individuals who are not members of our Preferred Fitness Program.

If you know of someone who would benefit from this program, please forward this information to them. FHCP members should call 386 / 760-6063 about **A MATTER OF BALANCE**.

Diabetes Education Department

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.

Utilization Management

Florida Health Care Plans Utilization Management Program encompasses the evaluation and determination of coverage for, and appropriateness of medical care services, behavioral health services and benefits, as well as providing assistance to clinicians and members ensuring appropriate use of resources. All requests and referrals are managed by the Central Referrals Department, Case Management Department, and Member Services Department. Referrals are reviewed, along with all pertinent documentation, for approval or denial based on evidence based medical necessity criteria. FHCP uses Milliman CareGuide, CMS guidelines, and internally developed guidelines to assure the consistency with which medical necessity decisions are made. A referring Provider may discuss a request with a Utilization Management Physician or request guidelines utilized to make a decision by calling:

Central Referrals Department - 386-238-3230 or 800-352-9824 and ask
for Referral Department or ext. 3230
Case Management Department - 386-676-7187 or 866-676-7187
Member Services Department - 386-615-4022 or 877-615-4022

UM decision making is based only on appropriate care and coverage. Florida Health Care Plans does not reward staff for making denials, and does not use financial incentives that reward underutilization.

For more information about the Referral Process or Utilization Management Process, go to the FHCP Website, www.fhcp.com, click on the Providers tab, then click on Medical guidelines under the Providers tab. In the column on the left, click on Medical/Clinical Guidelines.

Reminder!

**Florida Health Care
Plan's Member
Rights and
Responsibilities
Statement is
available for review
on our website.**

**Go to www.fhcp.com,
click on providers
tab, under provider
tab click on provider
services, and look in
the left hand column,
click on provider
handbook.**



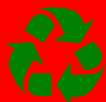
**It isn't the size
of the gift that
matters, but
the size of
the heart that
gives it.**

**Eileen Elias
Freeman, 1994**





Go Green
For the
Holidays!



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

Buy LED holiday lights, which use about 90 percent less energy than conventional lights.

When giving gift appliances, make sure they're Energy Star.

Getting a new cell phone for Christmas? Not sure what to do with the old one? Now, you can drop off that old phone at any Staples store, as part of the Sierra Club cell phone recycling program. Recycling your old phone prevents hazardous elements like mercury, cadmium and lead from ending up in our landfills.



ICD-10 Quarterly Update

ICD-10, didn't you send us the new codes this month? No that was the update to the ICD-9 code set, which went into effect October 1st 2010. I hope that all of you have your new ICD-9 Diagnostic coding books and are reporting the new codes for BMI. If you didn't receive the spreadsheet with the new codes for this year please contact me and I will forward them to you.

So when does this 10 thing start? October 1st 2013 is when the "Switch Is Flipped". That is correct; we will start with a *Completely New Code Set* on 10/1/2013. This event is more profound than the Y2K event, which I'm sure you all remember. Not only will we be switching to a new coding system, all claims for DOS of 10/1/13 and after [which falls on a Tuesday, I suggest a very long weekend for us all] **must** have ICD-10 codes in order to receive payment, there is NO lag time or grace period.

Oh, then I have plenty of time right? Actually there are only 36 months left to the switch to ICD-10. Some might say that is plenty of time, there is no need to worry. That all depends on how you want to experience this change. Some providers are already purchasing the necessary components that will make it easier while others are stating: "I'll be retired before that happens". Well, take a look around, can you afford to retire in 30 months? This will not go away; it will be beneficial to your practice if you are proactive and start planning now.

What can I do? See if you have answers to the following questions:

- ✓ Take a look at your practice. Will you be ready in 36 months?
- ✓ Do you have any plans for an Electronic Medical Record? It is required, and the government has allotted funds for assistance to purchase a system.
- ✓ Do you still handle claims with a paper form?
- ✓ Is your current billing vendor working toward ICD-10 compliance?
- ✓ Do you have any plans for a certified coder/biller to assist you in picking the correct diagnosis out of the 68,069 plus ICD-10 codes that will be available? Have you considered changing your habits so your documentation meets the new standards for coding of ICD-10? This will assist in timely remittance for the work you do.

These are just some of the transition issues to consider. Please take this transition seriously. FHCP wants to work with our providers to have a smooth landing when it comes to ICD-10 readiness and use.

Remember, if you have any questions regarding this or any other coding inquires please feel free to contact me.

Carl W. Costa RHIT, CPC
Senior Coordinator Coding/Training
ccosta@fhcp.com 386-676-7100-7247

Atlantic Institute of Clinical Research

Is currently enrolling in
the following Clinical
Trials:

Ankle Sprain

Injury not more than
48 hours old

Atrial Fibrillation

Birth Control Pill/Patch

Osteoarthritis or Rheumatoid Arthritis

Overactive Bladder (for people 65 or older)

Shoulder Tendonitis or Bursitis (Onset between 5 and 15 days)

Type 2 Diabetes

FHCP membership is not
required to participate in
these studies. No
insurance is necessary.
No cost to participate.
You may be paid for
time and travel.
For more information
about these studies,
Please call 386-238-3220

Are Your Adult Patients Vaccines OK?

Tetanus and diphtheria (Td), plus whooping cough (Tdap):

Even though they may have gotten a Td in the past, immunity wears off so a booster is needed. Tdap also protects against whooping cough which is highly contagious. It's usually not serious in adults but can be deadly for babies who typically catch it from adults.

Needed if:

- It's been 10 years since last Td vaccine
- Under 65 and never had Tdap, get it instead of Td
- Around infants and it's been more than 2 years since getting a Td

Pneumonia

Needed if:

- 65 or older and have never gotten a pneumonia shot
- Have asthma, diabetes, heart or liver disease, or other serious health problems
- A smoker

Shingles

The chickenpox virus, which stays in nerves for life, can reawaken and cause shingles. Since 98 percent of adults were exposed to chickenpox everyone should get the vaccine.

Needed one if:

- 60 or older, shingles is most likely to strike older adults due to their declining immunity

Flu

The influenza virus changes every year so all adults need flu shot yearly.

COMING SOON!

FHCP is excited to announce that we have partnered with StayWell Custom Communications (SCC) to offer an online health information portal that will include a variety of general health and wellness content. Included are: interactive tools, preventive care information, quizzes, a comprehensive library of diseases and conditions and the HealthMedia® Succeed™ health risk assessment (HRA).

The Succeed HRA will provide adult members a means of identifying their health risks, stage of change, motivation and barriers to self care. Based on the individual's response, a report is generated identifying areas for improvement; offering self-care modules to assist them in taking charge of improving their lifestyle and learn about their disease and other health conditions.

In addition, TeenSucceed™ will be offered. This is a comprehensive health program that extensively counsels 13 to 19-year-olds on health issues such as tobacco, alcohol, drug use, nutrition, weight management, eating disorders, physical activity, health care, sex, relationships, violence, stress, depression, suicide, and safety.

Look for these to be accessible early next year through the FHCP website. As more information is available, we will notify you and our members.

*Enjoy the
Holidays
Florida
Style!*



UPDATE:

Comprehensive Diabetes Care Program & Antidepressant Medication Management Program

The new FHCP Diabetes program enhances our many currently offered educational classes for our members.

As you are aware, FHCP offers a *free* 10 hour Diabetes class, recognized by the ADA; conducted by FHCP Registered Nurses and Dietitians who are Certified Diabetes Educators (CDE). In addition, they are available for individual appointments to assist our members, conduct a diabetes refresher class and offer a pre-diabetes course...all at no additional cost.

Our new program has the educators proactively calling members who have an HbA1c greater than 9.0. This gives the member the opportunity to ask questions concerning their diabetes. The educators offer appointments, help enroll them into classes and review your recommended treatment plan. Educational material is mailed quarterly to all members with diabetes.

Our new depression program assesses members who are newly diagnosed with depression and ordered antidepressant medication.

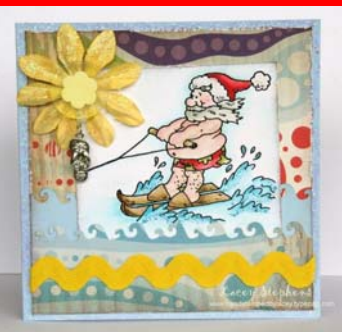
The FHCP Behavioral Health physicians and therapists provide telephonic assistance to those who may be having difficulty adhering to their medication regimen. Many times, they identify other issues affecting compliance, such as: side effects, medication cost or the member states their situation has improved, potentially identifying a change in diagnosis. Often our members simply have their medication filled elsewhere and are compliant; providing information that can be useful when collecting this data for reporting purposes.

These phone calls are free; members are offered appointments and educational material is also provided.

For questions concerning these services, call Debbie Bates @ (386) 676-7100, ext. 7788 or email @ dbates@fhcp.com

HEDIS AND CAHPS

Please visit our FHCP Website for information on our Quality Program. The website includes our HEDIS and CAHPS results. If you wish to obtain a paper copy you may do so by contacting Quality Management at Qualitymanagement@fhcp.com or Member Services at 1-877-615-4022 or our TRS Relay Line 711.”





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



ADVANCE DIRECTIVES

As a provider, you are aware that Advance Directives are very important. They are a way for the patient to make their voice heard about their health care when they can no longer speak. They allow patients to appoint someone to make their health care decisions for them when they no longer can. Some of the decisions guided by an Advance Directive include the administration of, or to withhold, treatments, medications, or procedures. Advance directives are not just for the elderly. All people who desire to direct their end of life medical care should complete an Advance Directive. With an Advance Directive, patients can express how much, or how little, they want done for them when they are no longer able to make these decisions. Family members often find this type of guidance helpful during difficult times when making difficult decisions. FHCP members are encouraged to complete Advance Directives documents and keep them on file with FHCP. Please encourage our members to obtain an Advance Directive form by calling FHCP's Member Services (386-615-4022 or toll-free at 1-877-615-4022. Forms are available from FHCP online at <http://www.fhcp.com/members/memberServices/advanceDirectives.htm>.

If your patient has an Advance Directive on file with your office, and the patient is a FHCP member, we ask that you provide FHCP with a copy of this document. We will file it in the member's FHCP electronic health record so that it can be accessed by all providers when needed. Please fax a copy of this important document to FHCP's Medical Record Department at 386-481-5009.

Provider Handbooks

Please be reminded that all Providers have access at any time to the [FHCP Provider Handbook](http://www.fhcp.com/providers/services/handbook.htm) via FHCP's website at the following link: <http://www.fhcp.com/providers/services/handbook.htm>. The Provider Handbook is updated monthly. Monthly update summaries are faxed to all FHCP providers.

The [FHCP Provider Handbook](http://www.fhcp.com/providers/services/handbook.htm) contains valuable information to assist Providers in managing their relationship with FHCP. The Handbook's contents include the following topics. This list summarizes the information available to our Provider's in the Provider Handbook. We hope this information will help you better manage your relationship with FHCP and our members.

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