



**Florida Health Care Plans will be closed for the Holidays on these dates: December 26<sup>th</sup> and January 2<sup>nd</sup>.**



If you or your offices have an email address change please notify [ebruner@fhcp.com](mailto:ebruner@fhcp.com) of your new email address.



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

## *Welcome to all New Providers!*

Neena Chopra, M.D. – Pediatrics  
Carrie G. Vey, M.D. – Family Medicine – Halifax Health Family & Sports Medicine  
Jeffrey R. Timko, O.D. – Optometry – Total Vision  
Edward L. Somers, LMHC – Psychiatry/Behavioral Health  
Mukti P. Pillappa, M.D. – Family Medicine – Family Health Source  
Dina M. Doolin, D.O., and Susan Hole, D.O. – Family Medicine – Shores Medical, P.A.  
J. Carol Grigg, M.D., Family Medicine, FHCP  
Manuel Mota-Castillo, M.D., Psychiatrist FHCP  
Amelia A. de Gracia, M.D. – Pediatrics **HECN and EPN ONLY**

### **The following Providers are EPN ONLY:**

Roy Rothman, DPM – Podiatry  
Michelle Patterson, LMHC-Psychiatry/Behavioral Health -Heart Peace Counseling Center  
F. Robert Fruehan, D.O., Matthew Dorman, M.D., and Ramesh A. Patel, M.D. – Family Medicine – Palm Harbor Family Practice  
Katherine M. Billiot, Psy.D., Lana E. Brown, LMHC, Jacki L. Nesbitt, Psy.D, and Sofia S. Yahya, M.D.-Psychiatry/Behavioral Health-Medical Psychology Center

## ***FHCP Pharmacy's now participating as part of the Medco Pharmacy Network for the State of Florida Employee Group***

FHCP is pleased to announce that FHCP Pharmacies **will be participating** in the Medco Pharmacy Network for State of Florida Employees and their dependents enrolled in FHCP's HMO. Beginning January 1, 2012, Medco will be the pharmacy benefits manager (PBM) for the State Employees' Prescription Drug Plan. FHCP pharmacies **will** be participating in the Medco pharmacy network. This means that State of Florida employees and dependents who are covered by FHCP's State of Florida Employee health benefit plan can continue to have their routine medications and diabetic supplies filled at a FHCP pharmacy.

**State of Florida Employer Group employees/dependents can be identified as having group numbers 000510 and 00H510 on their FHCP identification cards.**

FHCP members covered under the State of Florida Employee benefit plan have received a welcome package from Medco. They will be getting a new Medco pharmacy benefit ID card and information about their Medco prescription drug benefits and how to submit prescriptions for specialty drugs to Medco. FHCP will also be sending information to State of Florida Employees/dependents enrolled in FHCP's HMO to clarify that as FHCP members, **they will continue to have access to FHCP pharmacies in addition to Medco's network.**

Medco's preferred drug list (PDL) or formulary will differ from what has historically been the State of Florida Benefit Plan formulary administered by FHCP. State of Florida Employee Benefit Plan members have been advised to check with Medco to see if their drug is on the Medco PDL and which tier of the Medco PDL.

# FHCP'S New Year Resolution- "Control High Blood Pressure"



## *Reminder!*

Clinical Practice Guidelines are available on the Florida Health Care Plans' website at [www.fhcp.com](http://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) 615-4001.



The New Year provides a great opportunity for identification and prioritization of goals we want to achieve. One of the goals identified by Florida Health Care Plans is the control of high blood pressure in our members. According to the Seventh Report of Joint National Committee on Prevention, Detection, Evaluation, and Treatment of High Blood Pressure (JNC7), successful blood pressure control is defined as blood pressure readings of systolic and diastolic values to be less than 140/90. In order to reach this goal, Florida Health Care Plans recommends that patients be scheduled for a physician office visit at least every three months for evaluation and treatment of hypertension until control is attained. To request a copy of the JNC7 recommendations or further questions, please contact the Disease Management Department at (386) 676-7100 ext 7788.

## **Update: Drugs to Be Avoided in the Elderly**

Work continues on our project to reduce the use of medications in our elderly patient population which are felt to present a high risk for adverse effects. Medication classes in this initiative include:

1. Antihistamines with high anti-cholinergic properties.
2. Barbiturates.
3. Long-acting benzodiazepenes including Valium, Librium, and Dalmane.
4. Other anticholinergics such as Bentyl, Levsin, Donnatal, Probanthine, and others.
5. Skeletal muscle relaxants: Flexeril, Soma, Robaxin, Norflex, Skelaxin, and others (medications considered a "muscle relaxant").
6. Propoxyphene – this has been removed from the US market.
7. Nitrofurantoin.

From a clinical standpoint, most of these medications should be avoided when possible.

Excellent progress is being made in reducing use of these medications in elderly patients, thanks to the efforts of our physician community. Previously, FHCP was in the bottom 10<sup>th</sup> percentile but we are likely to now to be near the 50<sup>th</sup> percentile.

**One area where use has increased is in the muscle relaxant category. This may be due to a substitution effect, where muscle relaxants are being used instead of propoxyphene. Currently muscle relaxers represent over 40% of the total prescription volume for this measure!**

Please try to avoid the use of muscle relaxants in patients of age 65 and above when possible. Consider substituting analgesics, such as acetaminophen, tramadol, and others. Topical heat may be helpful in addition to other supportive measures.

Thank you for your efforts to promote safe and effective treatment for all of your FHCP members.

## 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.

## AICR Closing

This is to announce the upcoming closure of the **Atlantic Institute of Clinical Research** (AICR), effective early 2012, after current studies are completed. With the proliferation of clinical research centers in Volusia County in recent years, AICR has been involved in fewer clinical studies over time. The community now has adequate resources to maintain a robust involvement in clinical research projects, and closing AICR will free up resources which will be used to benefit the health of our customers and our community.

We are grateful to the staff of AICR, Dr. David Williams for his leadership, the physicians and patients who participated in studies, our members and our community for having had the opportunity to serve local needs and offer clinical research in Volusia county.

## Past Newsletters

If you missed a previous Provider newsletter or wish to retrieve archived ones, the FHCP Provider newsletters are available online at [www.fhcp.com](http://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.

## 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](http://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.

# Comprehensive Diabetes Care Program & Antidepressant Medication Management Program



The 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 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 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 Maryann Bledsoe @ (386) 676-7100, ext. 7788 or email at [dm@fhcp.com](mailto:dm@fhcp.com)



## 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](mailto:QualityManagement@fhcp.com)

## AVAILITY

FHCP uses Availity as our clearinghouse for the receipt of Professional (837P) and Institutional (837I) electronic claim files. **Our payer ID is 59322.**

For those providers who are not yet sending their claims to FHCP electronically, we request that you begin doing so in HIPAA compliant format. We can accept both 4010 and 5010 claims during the transition period.





Availity-Continued from Page

FHCP is in compliance with established requirements for submitting claims in version 4010 and 5010 of the HIPAA transaction set standards. Version 5010 of the HIPAA standards includes improvements in structural, front matter, technical, and data content (such as improved eligibility responses and better search options). It is more specific in requiring the data that is needed, collected, and transmitted in a transaction (such as tightened, clear situational rules, and in misunderstood areas such as corrections and reversals, refund processing, and recoument's). Further, the new claims transaction standard contains significant improvements for the reporting of clinical data, enabling the reporting of ICD-10-CM diagnosis codes and ICD-10-PCS procedure codes, and distinguishes between principal diagnosis, admitting diagnosis, external cause of injury and patient reason for visit codes. These distinctions will improve FHCP's understanding of clinical data and enable better monitoring of mortality rates for certain illnesses, outcomes for specific treatment options, and hospital length of stay for certain conditions, as well as the clinical reasons for why the patient sought hospital care.

Finally, Version 5010 also addresses a variety of currently unmet business needs, including an indicator on institutional claims for conditions that were "present on admission," and accommodating the use of the ICD-10 code sets, which are not supported by Version 4010/4010A1.

Please note FHCP is a health plan choice on Availity's website for EDI files. You should also use the Availity website to register for ERA functionality with FHCP. **If you have any questions about AVAILITY access, please contact Availity Client Support at 800 / AVAILITY (282-4548) or [support@availity.com](mailto:support@availity.com).**

<b><u>Enhanced</u> Functions through AVAILITY 4010 &amp; 5010</b>	<b><u>Continuing</u> FHCP PAI / Provider Portal Functions</b>
Member Eligibility Status – both individual and batch status requests are accepted (270 / 271) including the members PCP assignment.	LabCorp laboratory results reporting and trending for members
FHCP Benefit Plan/Service Coverage Inquiries (summarized general benefits and enhanced, more specific benefit information) (270 / 271)**	History and current status of member prescriptions dispensed through FHCP pharmacies
Real-time member deductible and out-of-pocket balances for the current year (270 / 271)**	Status of FHCP Referral Request Authorizations
Provider claims Status Information in batch or individual mode (276 / 277)	Member's current PCP Assignment
Electronic Remittance Advice (835) for providers signed up for electronic FHCP payments of fee for service claims (FFS)	PCP panel additions, deletions, detail/summary
Electronic Payments – FFS Payments Only	
Accepting Professional and Institutional Claims Submissions (837P / 837I)	

If you have any questions in reference to this memo, please contact Steve Berberich at 386 / 676-7100, Ext. 4104 or [sberberich@fhcp.com](mailto:sberberich@fhcp.com). Thank you.

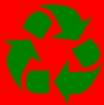
\*\* Benefit and deductible information is provided for HMO and Out of Network benefit levels only. Option 2 (EPN) benefit information for EPN providers is currently not available.

**Reminder!**  
**Florida Health Care Plan's Member Rights and Responsibilities are available for review on our website. Go to [www.fhcp.com](http://www.fhcp.com), click on the "For Members" tab and look in the left hand column marked Quick Links. Look for Members Rights and Responsibilities**  
**Paper/Hard copies of the Member Rights and Responsibilities are available upon request by contacting Carol Cooper@386-615-4001.**





**Go Green**  
**For the Holidays!**



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

Look for the  
"Design for the  
Environment" Label.



Look for products carrying the "Design for the Environment" label. This mark allows consumers to quickly identify and choose more products that are safer for their families and also help protect the environment. DfE uses scientific information to identify products designed to be safer for the environment and to help you choose products and services, such as electronics or automotive refinishing. In 2011, Americans using products with the DfE label cut the use of harmful chemicals by more than 756 million pounds. Look for the DfE label to find products with the safest possible ingredients and help protect the environment.

## ***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.

## **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.

# ADVANCE DIRECTIVES

*Enjoy the Holidays  
Florida Style!*



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.**



## Caret Healthcare Services

FHCP contracts 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 PCP's, 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 Barbara Vega@ (386) 676-7100, ext. 5104 or email [bvega1@fhcp.com](mailto:bvega1@fhcp.com)

## Provider Handbooks

Please be reminded that all Providers have access at any time to the FHCP Provider Handbook 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 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.

# PROVIDER HANDBOOK TABLE OF CONTENTS

FHCP	Corporate Profile	<b>Section 1</b>
FHCP	Provider Directory Information Benefit Plans Sample FHCP Membership Cards TRIPLE OPTION (TO/POS) HMO Classic HMO HECN POINT OF SERVICE DEDUCTIBLE POINT OF SERVICE (TO/POS) STATE OF FLORIDA (HMO) STATE OF FLORIDA (HDHP) MEDVANTAGE RX (MA-PD) MEDVANTAGE NO RX (MA-ONLY) HEALTHY KIDS MEDVANTAGE NO RX (POS) MEDVANTAGE RX PLUS (POS)	<b>Section 2</b>
FHCP	Administrative Staff Directory Department Responsibilities Case Management Enrollment Marketing Medical Claims Member Services Pharmaceutical Services Division Provider Services Quality Management / Performance Improvement Central Referrals	<b>Section 3</b>
	Role of HMO Network Physician Role of Primary Care Physician (PCP) Selection of Primary Care Physician Primary Care Physician Coverage FHCP Timely Access to Services Goals PCP Panel Management PCP Initial PCP Assignment Reassignment of PCP Provision of Health Care Services Policy Request for PCP Change Form (Member initiated request/Provider initiated request/Provider status change) Compliance	<b>Section 4</b>
	Member's Rights and Responsibilities Member's Rights and Responsibilities Policy Member Financial Responsibility Estimates Policy Medicare PART C Complaints/Grievances Policy Medicare PART C Organization Determinations and Appeals Policy	<b>Section 5</b>

Advance Directives	<b>Section 5</b>
Advanced Directives Policy	continued
Health Care Advance Directives	
Living Will	
Designation of Health Care Surrogate	
Uniform Donor Form	
State of Florida Do Not Resuscitate Order	
<b>Admission Notification</b>	<b>Section 6</b>
Hospital Admissions – Case Management	
Admission Notification Form	
Preadmission-Preoperative Record	
<b>Claims Review and Processing</b>	<b>Section 7</b>
Medicare Subscriber Claims Review and Processing Policy	
<b>Pharmacy /Affiliates</b>	<b>Section 8</b>
FHCP Formulary	
Prescription Drug Benefits	
Pharmacy Services and Hours	
FHCP Contracting Pharmacies	
Medications Requiring Prior Authorizations Policy	
General Part D Medication Transition Process Policy	
Medication Therapy Management Program (MTMP)	
Pharmacist Review Request	
<b>Risk and Quality Management</b>	<b>Section 9</b>
Adverse Occurrence Reporting / Adverse Occurrence Reporting Form	
Quality Management / Performance Improvement Plan Policy	
Credentialing of Providers for Florida Health Care Plan, Inc. Policy	
<b>Infection Control</b>	<b>Section 10</b>
Infection Control Plan Policy	
Reportable Diseases/Conditions in Florida	
<b>Skilled Nursing Facilities (SNF)</b>	<b>Section 11</b>
Skilled Nursing Facility Benefits	
Frequently Asked Questions and Answers	
<b>Courier Services</b>	<b>Section 12</b>
Courier Services Description	
Hours of Operation / Telephone / Fax	
<b>Documents and Forms Department</b>	<b>Section 13</b>
Procedure for Ordering Forms	
Forms Requisition	
<b>Outpatient Laboratory Testing</b>	<b>Section 14</b>
LabCorp	
E-Results	
Advantages	
Genetic Testing	
Locations	
LabCorp Requisition	

Outpatient Laboratory Testing	<b>Section 15</b>
LabCorp	
E-Results	
Advantages	
Genetic Testing	
Locations	
LabCorp Requisition	
Preferred Fitness Program	<b>Section 16</b>
Facilities Locations	
Fitness Evaluation Sites	
FHCP Forms	<b>Section 17</b>
Healthy Kids Eye Consultation Request Form	
Breast Cancer Screening and Mammography	
ECG Order	
Infusion Therapy Physician Orders	
Insurance Information Form	
Surgical & Special Procedures Form	
Admission Notification Form	
Radiology Requisition	
Radiology Dept. Appointment Form	
(Radiology) Bone Density Appointment Scheduling & Card	
Referral for Diabetes Self-Management Education	
Referral Form	
Referral to Minor Surgical Clinic (MSC)	
Rehabilitation Services Request	
Outpatient Rehabilitation Locations	
Screening Colonoscopy (East, Southeast & Flagler County Networks)	
Screening Colonoscopy (West Volusia Network)	
TMJ Screening Questionnaire	
Ultrasound Dept. Appointment Form	
Ultrasound Referral Form	
Order for Childhood Vaccines	
Electronic Data Interchange (EDI)	<b>Section 18</b>
AVAILITY	
Provider Access Inquiry (PAI)	

