



What's Up Doc?

Provider Newsletter

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Newsletter Articles



If you have any information or articles that you would like to see in the Provider Newsletter please send them to:

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Fax-386/676-7148



Welcome all New Providers!

Howard Fawley, MD, Preferred Medical Center-Radiology-DB FHCP

Nicole Frommann, MD, Halifax Family Practice Center-Halifax Health-DB

Jacob K. Agamasu, MD, Jacob K. Agamasu, MD, PA-Cardiology-Lake Mary

Christopher Windham, MD, Memorial Surgical Care-Surgery-OB **EPN ONLY**

Richard Braithwaite, MD, FHCP Hospitalist/Internal Medicine-Halifax Health-DB

Antonio DeCarli, MD, Nagrani and Heath, MD, PA-Gastroenterology-NSB

Howard B. Epstein, MD, Atlantic Urological Association-Urology-DB

Stanton Longenecker, MD, Jacksonville Orthopedic Institute-Ortho-Jacksonville

Bob Hollis, MD., Preferred Medical Center, Radiology-DB FHCP

HEDIS Annual Chart Review

We are collecting information for the annual *Healthcare Effectiveness Data and Information Set* (HEDIS). Submission of HEDIS data is required of all health plans that are either accredited by the National Committee on Quality Assurance (NCQA), or have a Medicare or Medicaid contract. These are also the measures that employers and the government use to judge whether the care provided to their employees or beneficiaries is "quality care" – a type of report card.

Most of the measures are reported on data extracted from our information system. However, certain measures, i.e., Controlling High Blood Pressure measure, are reported using information identified during medical record review. In order to better ascertain the quality of care provided to our members, chart review is vital to obtaining information that would not normally be in our information system.

Some of your FHCP patients have been identified in our sample which requires a review of your medical records. Your office will be contacted to schedule a convenient time to perform this review or fax specific records.

If you have any questions, please feel free to contact me at (386) 676-7112. Thank you for your assistance.

Sarah Rivera MSHL, MBA



*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 is being changed to an electronic format. This is to better serve you. 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

Childhood Weight Management Program

We had our first meeting in our Childhood Weight Management, **Eat Right Move Right**, program last week (2/7/08) at DBCC from 6-8 pm. It was FUN and very educational. The children seemed to like it and got a lot out of it.

We encourage you to let others know about this program. It will continue for the next 3 weeks on DBCC campus Daytona at the UCF building # 150 starting at 6 pm. It is geared toward children 8-12 and their families who want to learn more about how to live well at a healthful weight.

There is excellent, easy to understand information and prizes for those who attend. And it is FREE.

LabCorp News!



Beginning May 23, 2008 LabCorp will be requiring the ordering physicians NPI Numbers on all orders. More information will soon be forthcoming.

Attention Staff Providers!

Program Management Department

Preventive Vaccines

Preventive vaccines are part of CMS Part D and are not given in the provider's office as of 1-1-08. The Practice Managers were given instructions on how to handle these injections in the future. These procedures are explained in the OWLs # VC-1 and VC-2. Please note there is an OWL for the PCP office and a separate OWL for the Infusion Clinic. The major problem we are having is with the tetanus booster shots to FHCP Medicare members. This benefit is covered under Part D and is not administered in the FHCP provider office, so please do not offer a booster shot in your office, if a FHCP Medicare member needs a tetanus booster shot write a prescription and have them pay for it at the Pharmacy and then schedule the injection in one of our Infusion Clinics. Keep in mind the FHCP member must have FHCP pharmacy rider to be eligible for vaccines given outside of the FHCP provider office.

If you have any questions, please call Carl Costa, Coding Trainer Coordinator, (x 7247) Program Management Department, Holly Hill facility.

Go Green!



**Save Energy,
Save Money!**

**Recycle,
Reduce, and
Reuse**

**Green tips
for work
and at
home:**

**Bring coffee mug
or drinking cup
to work. It saves
on the amount of
plastics and
styrofoam going
into our landfills
and the
production of
plastics and
styrofoam.**

FHCP Staff Providers Only!



iHealth Record™ Frequently Asked Questions by Patients

1. **What is an iHealth Record? How much does this cost?
Why is building an iHealth Record a good idea?**

The iHealth Record is a secure and confidential interactive personal health record. This service not only stores personal health information for you and your loved ones, but it provides interactive programs that help you better understand medical conditions and medications, all at no cost to you. You can create, manage and share your personal health information with your physician, or another caregiver in case of an emergency. Other features of an iHealth Record are as follows:

- Secure e-mail with your physician.
- Request medication refills at any time day or night.
- Request an appointment with your physician indicating your preferred day and time
- Automatic e-mail warnings if a medication that you take is recalled or has a safety notice from the FDA.
- Automatic education programs, written by medical societies and other national experts and sent to you, that are specific to your medications or conditions.
- Quarterly online reminders to keep your iHealth Record current.
- The ability to access the iHealth Record in an emergency.
- The ability to share your health record with family members and loved ones.
- All of your medical information stored in one place and accessible from anywhere and at any time.
- A convenient iHealth Record wallet card that provides emergency contact information.

Go Green!



ONE CUP A DAY!

Every morning, each member of your family should start out with one cup, which they use all day. This helps them cut down on dirty dishes and reduces the number of times they need to run the dishwasher each week.



2. Who controls the iHealth Record and who is protecting the privacy of my personal health data?

The privacy of iHealth Records will be overseen by the iHealth Alliance a not-for-profit healthcare advisory board established to protect the interests of physicians and patient. Your health information is securely stored on the Medem network, which was founded by the nation's medical societies, and cannot be sold or provided to any third parties without your permission. Although your medical information is available to you via the Internet, it is also secure; just as online banking and online stock accounts are available via the Internet but secure and only accessible by you using a user ID and password.

3. Who can view my iHealth Record and how do I know who has seen it?

You control access to your iHealth Record and you provide access privileges to physicians, family members or emergency personnel. You can tell who has visited your iHealth Record by using the log provided by the record. You will also be notified via e-mail each day that someone accesses your iHealth Record so that you can monitor its use.

4. Who should have an iHealth Record?

Everyone. While you or a family member may not have major medical conditions, there is basic information that should be accessible for any patient at any time. This would include insurance information, allergies, vaccinations and emergency contact information. In addition, the iHealth Record provides health and wellness tips and reminders. If you or a family member takes medication or has medical conditions; has been hospitalized or had surgeries, all the more reasons that an iHealth Record is needed.

5. What happens to my iHealth Record if I change jobs, insurance plans, physicians, state of residence, etc.?

Your iHealth Record is yours to keep. You will have access to your iHealth Record even if you change jobs/physicians/insurance companies/ etc. The iHealth Record is fully transferable and you can grant access to your iHealth Record to new physicians even if you move or change jobs.

6. Is anyone using the iHealth Record service? What has there experience been?

Thousand of Americans have already built an iHealth Record for themselves or for a family member or loved one. Surveys of iHealth Record users indicate the following: Most users are women who are building an iHealth Record for their children, spouses, aging parents and themselves. 90% describe the iHealth Record as 'easy to use', 'valuable' and would recommend it to a friend. The most common reasons for building an iHealth Record are 'storing all important medical information in one place', 'ability to access information in an emergency', and 'the ability to more easily share information with the patient's physician'.



FYI!

Did you know you can freeze your credit reports?

You can prevent access to your credit reports and unfreeze them when you need to have them checked. To obtain more detailed information go to:

<http://www.consumersunion.org/pdf/security/securityFL.pdf>

7. **What if I don't have all the information I need to fill out an iHealth Record right now? What if I mistype the information in this record; can I make changes?**

Once you have created your personal Health Record, you can make any changes you deem necessary through the Overview page. The Overview page will contain a summary of your information, with links to go directly to any section or any entry to make additions, changes, or to remove information. You have complete control over your interactive health record at all times.

8. **How does information in my iHealth Record get updated? What if I build an iHealth Record and then just forget about it? How will it be updated and ready incase of an emergency?**

Your iHealth Record is something that you must own and initiate. For the record to be complete, you must contribute some information. Medem is building interfaces to electronic medical records in physician offices and hospitals, such as the Florida Health Care Plans TouchWorks Electronic Health Record, as well as links to allow health plans to update the iHealth Record, but the record remains under your control. Your iHealth Record will send you a quarterly reminder to keep the record current.

9. **How does the information get to my physician?**

Create your iHealth Record at www.fhcp.medem.com. Remember to register with your Health Care provider if they participate in iHealth. You can find a list of physicians who offer this service on the FHCP website at www.fhcp.com/iHealthProviders. After registering with a provider through MEDEM iHealth you and your provider have the ability to view your health record at anytime, at home in the office or in an emergency situation on line. Picking up the phone to request refills, appointments and even ask general questions may soon be a thing of the past. Please go to www.fhcp.com/iHealthProviders to view the list and "Get Connected"! All third parties to whom you have granted access will appear as a list in your Interactive Personal Health Record until your remove them. You can revoke access privileges at any time.

