



## *Welcome to all New Providers!*

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## *An Excellent example for all of us!*

January 22, 2010

To whom it might concern:

I would like to take the opportunity to tell everyone about our recent experience with our HMO. For many years my husband and I have been fortunate enough to have had only PPO Insurance plans. With the current economy, when renewing this past year, we changed to an HMO to save on our rising premiums. I was concerned, with no good reason, that somehow our level of care would not be the same. I was certainly wrong in that thinking.

December 20, 2009 my husband had an accident involving severe trauma to his eye. He immediately lost vision and had bleeding within the eye. We rushed to the emergency room, but knew this was serious and would need specialized care. As members of the Florida Health Care Plans, I contacted the Members Services Office. From my first contact with them, we were treated with extreme compassion and professionalism. We were instructed to bring him into the Ophthalmology department right away. We were first seen by Dr. Koblick, who performed surgery on the eye that morning. He and his staff were very kind to us and took the time to explain what was happening and how they were going to help us. We felt the entire staff was concerned for my husband's welfare and did everything they could to reassure us. My husband's care was then handed off to Dr. Kushner. Dr Kushner was amazing. His entire focus was my husband's well being. His staff went above and beyond in my opinion to be certain we were being taken care of. Whether dealing with the Doctors, the Assistants, the Technicians, or the Front Desk Staff, we could not have asked for better treatment. Dr. Kushner himself saw my husband everyday, for over 2 & 1/2 weeks. This included both the week-ends, Christmas and New Years Day holidays. He could have easily turned our care over to the Doctor on call for the Holidays, but he chose to stay with us during our whole ordeal. Amazing is the best word I can say about the Doctors and staff at Florida Health Care Ophthalmology Department.

Thank you from the bottom of our hearts,  
Richard and Mary Dixon, Ormond Beach



**A Member  
in Need, A  
Caring  
Doctor,  
A Health  
Plan that  
Responds!**



## February is National Heart Month.

Have you had yours checked lately?



## Don't forget Valentines Day February 14<sup>th</sup>

A fool and his money are soon parted.  
The rest of us wait until income tax time.



# Medfusion is now Here!!!

We are pleased to announce that we have transitioned to a new and enhanced Patient Portal, replacing our former iHealth website. The new Patient Portal, powered by **Medfusion**, enables patients to communicate with Florida Health Care Plan employed physicians and FHCP office staff faster and get answers to their questions even more quickly and easily than before. Patients who had iHealth accounts recently received e-mails with instructions on how to log into the new portal. Patients who would like to register can go to the FHCP website and click on Patient Portal Login, click on Create An Account and follow instructions to register.

Patients can manage their healthcare on their own schedule. A Personal Health Record is the newest document that members need to safeguard their health and the health of their loved ones.

### The secure Patient Portal delivers self-service capabilities!

With a Personal Health Record, members can interact with FHCP employed physicians and office staff. Patients can:

1. Communicate with their physician and his/her office staff any time day or night 365 days a year with no holding on the telephone!
2. Request appointments on preferred days and times,
3. Request prescription refills, and
4. Send secure general email messages to their health care provider confidentially.

### Why every FHCP Member should have a Personal Health Record!

This free service not only securely stores personal health information, it also provides interactive programs that help members better understand medical conditions and medications, at no cost. Other features of the Personal Health Record are:

- Receive automatic e-mail warnings if one of the member's medications is recalled or has a safety notice from the FDA.
- Receive education programs, written by medical societies and other national experts that are specific to their medications or conditions.
- Access to their Personal Health Record in the event of an emergency.
- Share their health record with family members and loved ones of their choice.
- Store all their medical information in one place that is accessible any time from anywhere.



## Take care of your EYES!

**FHCP has expanded Ophthalmology services for our members...**

### Facility

Palm Coast  
Edgewater  
Daytona  
Daytona

### Office Days

Tuesday & Wednesday  
Tuesday, Thursday & Friday  
Monday and Wednesday  
Monday – Friday

### Providers

Drs. Geis and Koblick  
Dr. Shuster  
Dr. Shuster  
Drs. Geis, Koblick & Kushner



## Good Health

### Food of the Month

## “The Artichoke”

### GETTING TO THE HEART OF THE MATTER

Most people cook the whole artichoke, and slip each leaf petal, one by one, through their teeth until they reach the delectable heart.

Children love them because they get to eat artichokes with their fingers!

The artichoke is fun to eat, and it's good for you, with its unique, nutty flavor.

One medium sized artichoke is a good source of vitamin C, folate and potassium. It's low in sodium, fat-free and a dieter's delight at only 25 calories.

Many consumers have discovered that artichokes also make excellent additions to salsas, stir-fry and pasta dishes.

Try one you might like it!



## WHAT FACE WILL YOU MAKE?

Have you ever heard the saying “What have you done for me lately?” Research shows that customers remember the LAST contact, or event, or encounter they had with a company, whether that last contact was 😊 or 😞. FHCP needs all provider offices to focus on helping to make every FHCP Member have a 😊 after every encounter with an FHCP participating provider!

Over the next several weeks, many of our members will receive a survey in the mail asking them to evaluate their health care experiences related to their membership in FHCP. The **Consumer Assessment of Healthcare Providers and Systems** survey, better known as **CAHPS**, asks our Members to rate important topics, such as the communication skills of Providers and the accessibility to services. The results of the **CAHPS** surveys are used to compare FHCP with other health plans in the area with the ultimate goal of improving quality of care and service. So help our Members remember their LAST encounter, and EVERY encounter, with your office as a 😊 !

## “Nutrition Game Plan for Diabetes”

The Diabetes and Member Education department has expanded classes to include a diabetes refresher course. This course, “Nutrition Game Plan for Diabetes,” is designed to reinforce/supplement the nutrition information received during Self-Management Education classes. This class is geared toward patients who do not want to go through the 10 hour ADA program again, but have questions about their diabetes care. If it has been 2-3 years since a patient attended the program it is recommended they attend either our 10 hour course or the refresher course. Please mention both the Diabetes Self Management classes and our Nutrition Game Plan for Diabetes to them. We appreciate your help and support. A referral is not needed, but helps with patient participation. Registration is required.

For questions concerning diabetes and nutrition classes at FHCP call the Diabetes/Member Education Dept. @ (386) 676-7133 or toll free 1-877-229-4518. Referrals can be faxed to (386) 615-4065

# From Program Management: ICD-10 Quarterly Update

**ICD-10?** The ICD-10 is the latest update to the current system of coding for diseases and mortality rates. This is not the yearly updates to the current [ICD-9] coding system. ICD-10 will be a complete change of nomenclature for the coding world. The change in our coding system is equivalent or greater than the Y2K phenomenon. This change will affect every aspect of the healthcare industry since we are all driven by diagnoses and their associated codes for everything from clinical treatment, measures of response to treatment, and to payment.

**When?** The official implementation date for use of ICD-10 is October 1, 2013. This date will come sooner than you think. You may think that you have heard this for years, so why is everyone expecting this date to be official? Last year it was officially published in the Federal Register, thereby making the initiative mandatory with a firm implementation date.

**Why?** The United States is one of the few nations in the world that is still using the ICD-9 code set. In order for us to share and compare our health data with the rest of the world's population, it has become essential that we embrace the ICD-10 code set.

**What to do now?** Take some time to get familiar with ICD-10 and how it is different to the ICD-9 coding system we all currently use. With ICD-10 there is more specificity for diagnosis, therefore documentation will need to be more specific, no more generalization.

We all will have a big role to play in this epic event in the near future. Keep on the lookout for further updates on a quarterly basis, with more frequency as we are closer to the implementation date.

Happy New Year to all our Providers and we look forward to another successful year.

With the coming of a new year we would like to remind all of our providers that the slate is now clean when it comes to the documentation of chronic systemic diseases for our Medicare Advantage members. It is now vital that you start to schedule these members for their yearly physical so you can document and code all of these patients' chronic systemic illnesses that are present in 2010. Annual physicals are the perfect time to address and document the patient's chronic illnesses along with the medications they are taking for their conditions.

## “Network Providers Only”

We want to let you know that FHCP has implemented a new program whereby your friendly FHCP Risk Adjustment Auditor will soon be visiting your office to explain our Patient Health Risk Summary (PHRS) process and assist in its implementation within your practice. FHCP will provide you with information that will assist in your review of the patient's diagnosis history as reported in the previous year. We hope you will use this tool when caring for our members.

Program Management staff will also be increasing the frequency of our visits in order to assist you with the PHRS program, be a liaison with FHCP, assist with coding questions, provide helpful feedback on previous audits and serve as an overall resource for your office's relationship with FHCP.

Carl W. Costa RHIT, CPC  
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Go Green!



Save Energy,  
Save Money  
Recycle,  
Reduce, and  
Reuse  
Green tips for  
work and at  
home:



Recycle your  
technology.  
Dell, Hewlett  
Packard,  
Apple, and  
IBM, among  
others, offer  
recycling  
programs.

# Consider encouraging your patients to participate in a Clinical Trial with

## ATLANTIC INSTITUTE OF CLINICAL RESEARCH



Please notify  
[ebrunner@fhcp.com](mailto:ebrunner@fhcp.com)  
of your new  
email address,  
to insure your  
uninterrupted  
service of the  
Provider  
Newsletter

Encourage your patients to play a more active role in their health care, and perhaps receive financial help with their medicines and gain access to new treatments before they are generally available to the public.




### What Is A Clinical Trial?

A clinical trial is a research program conducted with patients to evaluate a new medical treatment, drug or device. The purpose of clinical trials is to find new and improved treatment for medical conditions.

Once a patient agrees to participate in a clinical trial they will be given a consent form to read. The consent form will explain the purpose, duration, required procedures, risks,

potential benefits and the financial reward the patient receives.

For more information on Clinical Trials go to [www.fhcp.com](http://www.fhcp.com) and

click on  and you'll be able to learn about the current Clinical Trials that may help you play a more active role in your health care.

To contact Atlantic Institute of Clinical Research:

Phone	386-238-3220
Fax	386-238-3228
Email	<a href="mailto:psmith@fhcp.com">psmith@fhcp.com</a>
Hearing Impaired	TRS Relay 711
Hours of operation	Monday through Thursday, 7 am to 5 pm Friday, 7 am to 4:30 pm



# ATLANTIC INSTITUTE OF CLINICAL RESEARCH

## FREQUENTLY ASKED PATIENT QUESTIONS

SUBJECT QUESTION	ANSWER
Is there any cost to be in a clinical trial or to have any required testing done?	NO
Is there any cost to my insurance company?	NO
Will I be paid?	Yes; you will be paid for your time and effort
How long is the study? When do I get medicine? How many doctor visits? Can I get a copy of my test results?	All of these answers depend on the specific study
What type of lab tests are done on the studies?	Most studies require the basic lab tests: CBC, chemistry, and urinalysis. Other tests are study specific
Who will find out I'm in a clinical trial?	Your participation in a clinical trial is entirely confidential. You will be identified only by your initials and individual study # when you enter a study.
What if I want to discontinue the study?	You can leave a study at any time. The research dept. does ask that you return study supplies (diary, unused medication in its container).
What will I do at the end of the study?	Sometimes studies go into extensions. This means that you would be eligible to receive <i>open label</i> medication for a given period of time. <i>Open label</i> means you will know what medication you are receiving. Sometimes a study doctor will write you a prescription for a similar medication.
Do I continue to see my PCP during study?	Yes; a clinical trial is a limited term treatment for your medical problem. We are only treating your study-related condition. Your PCP will need to treat your other medical needs.

# ATLANTIC INSTITUTE OF CLINICAL RESEARCH

IS CURRENTLY ENROLLING THE FOLLOWING CLINICAL TRIALS:

ATRIAL FIBRILLATION

BIRTH CONTROL PILL

*(for those dissatisfied with their current birth control)*

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

Hypertension



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.***