



DATE: March 1, 2010

TO: All FHCP Providers

cc: Theresa Watson, R.N., Administrator of Quality Management/
Performance Improvement

FROM: Pat Isner, Program Management Specialist

SUBJECT: **FHCP PROVIDER HANDBOOK UPDATES**

The following are recent additions and deletions to the FHCP Provider Handbook. The Handbook is available on PAI (Provider Access Inquiry) and at www.fhcp.com. A printed copy of information posted to the FHCP Web site is available upon request:

SECTION	POLICY NUMBER	SUBJECT	REVISION NUMBER	REVISION DATE
01		FHCP History and Community Activity Report		2/10
02		FHCP Provider Listings		3/01/10
02		FHCP Membership Cards		1/10
03		FHCP Benefit Plans		2/10
03		Administrative Staff Directory		2/10
03		Department Responsibilities		2/10
04		Role of Primary Care Physician (PCP)		2/10
04		Selection of Primary Care Physician (PCP)		2/10
04		Primary Care Physician (PCP) Coverage		2/10
04		Compliance		2/10

SUBJECT: FHCP PROVIDER HANDBOOK UPDATES (continued)

SECTION	POLICY NUMBER	SUBJECT	REVISION NUMBER	REVISION DATE
08		Medication Therapy Management Program		2/05/10
09		Risk & Quality Management/Adverse Occurrence Reporting form		2/10
10		Reportable Diseases/Conditions in Florida		2/10
14		AICR (Atlantic Institute of Clinical Research)		2/04/10
16		Preferred Fitness Program Listings		1/10
17		ECG Order Form, Surgical and Special Procedures Form, FHCP Outpatient Rehabilitation Locations, FHCP Screening Colonoscopy for West Volusia Network Form		1/10
19		Provider Guidelines		3/01/10
19	RF007	Provision of Health Care Services	7	2/18/10
20	MGP012	Adult Preventative Medicine Recommendations	8	1/31/10
20		Format for Yearly Physical Examinations		2/10
21		Guidelines for Submission of Encounter Data		2/10
22		Medical Records		2/10
26		Call Center		1/10
27	PC008	Initial Determination & Reconsideration of Coverage of Medicare	18	1/29/10
27	RF005	Central Referral Dept. Guidelines for Processing Medical Referrals that Require Pre-authorization – Prospective Initial Organizational Determinations for Non-Medicare Members	15	12/08/09