

**DATE:** September 1, 2011

**TO:** All FHCP Providers

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

**FROM:** Jillian Thurrott, Network Provider Services Assistant

**SUBJECT:** **FHCP PROVIDER HANDBOOK UPDATES**

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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](http://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
16		Healthy Living Listing		08/08/11
16		Medicare Gym Listing		08/08/11
16		VCSB Gym Listing		08/08/11
19	MCG013	New Technology & Organization Determinations	New	N/A
19	UM002	Utilization Management Program Policy	11	11/22/10
9	QM013	Credentialing of Providers for Florida Health Care Plan, Inc. Policy	9	05/17/11
19	CS005	Complaints/Grievances and Appeals (Non-Medicare Large & Small Group & Healthy Kids Subscribers) Policy	13	07/07/11
5	CS004	Medicare PART C Complaints/Grievances Policy	18	01/01/11
19	CM001	Concurrent Review for Non-Medicare Members Policy	4	01/10/11
20	MGP009	Deletion - Development of Clinical Review Criteria Policy	N/A	N/A
20	RF008	Organizational Determinations for Medicare Members Policy	6	05/01/11

23	RR007	General Privacy Policy	7	09/27/11
8	MCG005	General Part D Medication Transition Process Policy	8	04/07/11
9	RR002	Advanced Directives Policy	9	06/18/11
4	PC030	Provision of Health Care Services	2	08/15/11
2		Provider Directory Information		08/23/11
19	RF001	Deletion - Referrals for Second Opinion	13	01/29/10
5	PC033	Member Financial Responsibility Estimates	New	08/15/11
15		Laboratory Locations		08/26/11
21		Adult Preventative Medicine Recommendations		08/26/11
21		Wellness Recommendations for Adults		08/26/11
1		Corporate Profile		08/29/11
20		HMO-HECN Provider Guidelines		08/31/11