



**Florida
Health Care
Plans**



An Independent Licensee of the Blue Cross and Blue Shield Association

**Very Important Information
Please Read & Distribute!!!**



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TO: FHCP HMO Provider Network
FROM: Sherrie Hutchinson, MHA, Contract Services Administrator
CC: Butch Simpson, CEO; Wendy Myers, MD, CMO
Date: June 25, 2009
Re: New FHCP Member Identification Cards

As you are aware, Florida Health Care Plan is now an affiliate of Blue Cross and Blue Shield of Florida, Inc. (BCBSF). As promised, our intent is to keep our providers informed of our activities related to this affiliation. Therefore, please be advised of the following:

1. **FHCP will be issuing new identification cards to all of our members.** Over the next few weeks, new member ID cards will be mailed to all members. The new cards will have a new logo, layout and reflect a minor revision to the member identification number recorded on each card. A sample of the new card is attached for your reference.
2. **The numeric portion of the member identification number will not change.** However, each member's identification number will have a three-digit alpha pre-fix. The pre-fix will be one of the following:

FHW: Medicare Advantage Member
or
FHJ: Non-Medicare Member

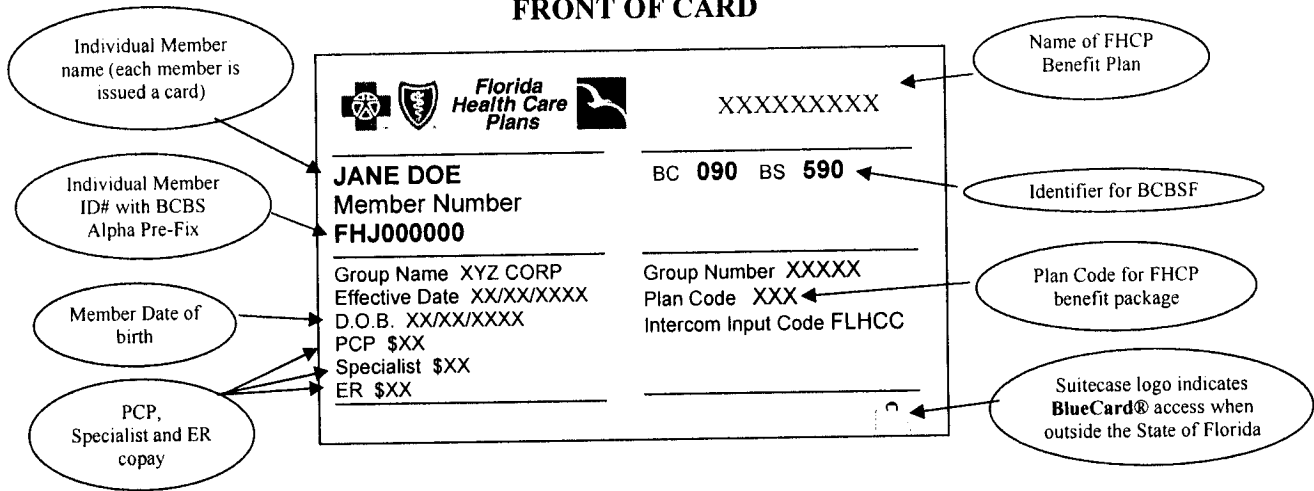
3. **Continue to use the FHCP member ID as you always have.** FHCP's HMO or EPN providers should continue to use the numeric portion of the member ID number as you do now for communicating with FHCP. Please use the numeric portion of the member identification number for activities such as requesting authorizations, billing, and access to member information in FHCP's Provider Access Inquiry (PAI) and Provider Portal Access (PPA) systems.
4. **Your affiliation with FHCP will not change.** FHCP will continue to utilize our current HMO and EPN provider networks to render care to our members. Please continue to bill FHCP at the same billing address for FHCP covered services. FHCP will continue to process and pay your claims per the FHCP contract rates in effect at the time of service. If you also have a contract with BCBSF, that contract will apply as it always has to those BCBSF products specified in your BCBSF contract.

Thank you for your continuing support and participation with FHCP. Future updates will be provided as appropriate. We are committed to continue to meet or exceed your expectations. Should you have any questions concerning your continuing relationship with FHCP, please feel free to contact me in Provider Services at 386-615-4020 or at shutchin@fhcp.com.

FHCP'S NEW MEMBERSHIP CARD

FHCP is now an affiliate of Blue Cross and Blue Shield of Florida, Inc (BCBSF). New cards have been issued for each member of FHCP. The diagram of our new card below identifies important information for your reference.

FRONT OF CARD



BACK OF CARD

