



Florida Health Care Plans®



An Independent Licensee of the Blue Cross and Blue Shield Association

Making *Healthy* happen together



Welcome



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Welcome to the Florida Health Care Plans *Family!*



Welcome

Let's get started

Step 1:

Create Your Member Account

Step 2:

Choose a Payment Option

Step 3:

How to Use Your Benefits



Create Your *Member* Account



Welcome

Step 1: Create Your Member Account

Go to www.fhcp.com and click on “Sign In” in the top right corner of the homepage, to create or sign-in to your account. You can also download the myFHCP App from the iTunes App Store or Google Play to get the most out of your plan.

Use your [Member Account](#) and/or myFHCP App to quickly:

- Review and Download your Benefit Documents
- Print a temporary FHCP Member ID Card
- Choose your Primary Care Physician (PCP)
- Download the Member Resource Guide
- View your Claims

Choose a *Payment* Option



Welcome

Step 2: Choose a Payment Option

Pay Online:

Visit <https://fhcp.softheon.com/account/home>

Auto-Pay:

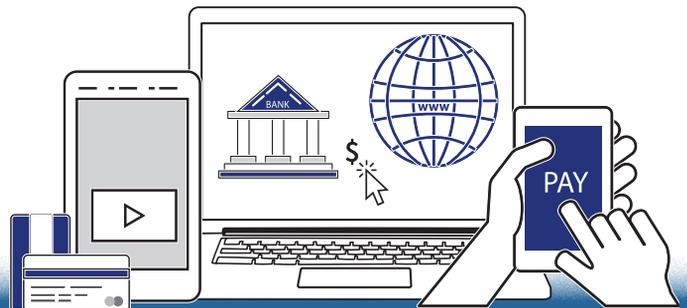
Visit <https://fhcp.softheon.com/account/home>

Pay by Phone:

FHCP Finance Department
1-800-352-9824

Pay by Mail:

Florida Health Care Plans
Attn: Accounts Receivable
PO BOX 9910
Daytona Beach, FL 32120



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How to Use Your *Benefits*

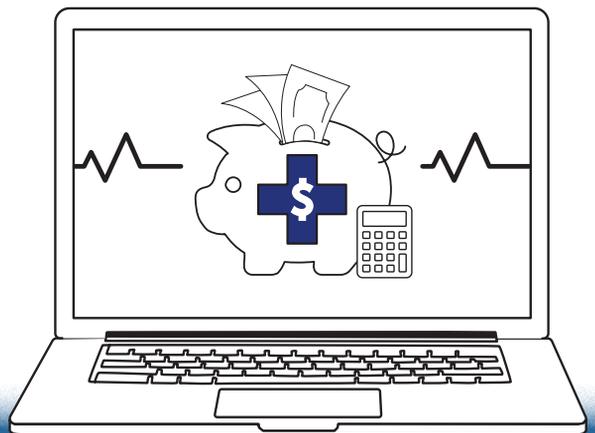


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Step 3: How to Use Your Benefits

Save on health care expenses by remaining in the FHCP Network of Providers, Pharmacies, Fitness Centers, and Facilities.

To find participating providers and facilities within your plan visit www.fhcp.com and click on [FIND A DOCTOR/FACILITY](#)



Doctors You Can *Trust*

Your Primary Care Physician

Your Primary Care Physician (PCP) is the key resource for all your health care needs; giving you peace of mind that you have a partner to help you in managing your health.

The relationship you develop with your PCP (and their staff) provides you the assurance that your doctor knows you and is aware of your personal health care needs. Getting to know your doctor builds trust and confidence, especially when you need it the most.

Primary Care Physicians help you to manage your care through:

- Annual wellness visits
- Early detection of health issues and preventative care
- Support with chronic disease management
- Referrals to other medical specialists
- Avoiding unnecessary hospital and ER visits
- Managing your medication(s)

How to Choose a Primary Care Physician

To choose your Primary Care Physician (PCP), make a selection through your [Member Account](#), or call the Member Services Department for assistance at 1-877-615-4022.

*Some PCPs also offer Virtual Office Visits.
Call your PCP for more information.



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Where to go for *Care*

FHCP Extended Hours Care Centers/ Urgent Care Center Partners (EHCC/UCCP)

Acute symptoms can be evaluated in EHCC/UCCP:

- Sinus & Cold Symptoms
- Allergies
- Muscle & Stomach Pain
- X-rays & Splints
- Skin Infections & Rashes
- Stitches
- Headaches
- Immunizations

Emergency Room

Severe illness or injury should be evaluated in the Emergency Room:

- Chest pain
- Unresponsiveness
- Difficulty breathing
- Uncontrolled bleeding
- Spine or head injury

Doctor On Demand

Doctor On Demand provides video visits with licensed practitioners and licensed psychologists via smartphone, tablet, or computer. Please check your policy for specific coverage and benefit information.

Doctor On Demand treats many common non-emergency medical issues such as:

- Flu
- Cold
- Sinus infection
- Upset stomach
- Eye issues
- Rash
- Bronchitis

Go to www.doctorondemand.com/FHCP for additional information, including instructions for downloading the app on your mobile device or computer.



Save on Prescriptions

Reduce Your Cost on Prescriptions by

- Using FHCP Preferred Pharmacies
- Requesting a 90-day prescription from your doctor
- Sign up for Mail Order by calling **386-676-7126** or **1-800-232-0216**
- Download the **myFHCP Rx app** to transfer a prescription, order a refill, get a text alert when your prescription is ready and much more, all at your fingertips.

Text the word **APP to 33490**

to receive a direct link to download the

myFHCP Rx app or visit

<http://fhcp.mobilepharmacyhelp.com/>



Welcome

FHCP Formulary

Talk with your physician to see if a generic is available to treat your condition. Generic medications offer the lowest-cost options to our members.

The most current FHCP formularies are available online at www.fhcp.com/for-members/about-your-care/ and can be printed upon request by contacting Member Services Department for assistance at **1-877-615-4022**.

For a complete list of all FHCP Preferred Pharmacies in network, please visit www.fhcp.com/findapharmacy



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Additional

Resources

Available to You



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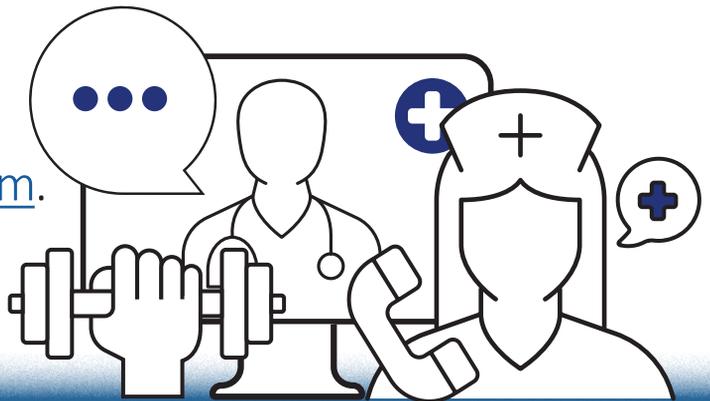
Additional Resources Available to You

Wellness Benefits and Programs: Learn to develop healthy habits and maintain your health with our Population Health Management programs. Visit www.fhcp.com/health-wellness or call 386-676-7100, Ext. 7288.

Nurse Advice Line: The FHCP Nurse Advice Line service is available to all FHCP members 24/7/365. Call today 1-866-548-0727.

Cost Estimator: Our Cost Estimation Center helps members estimate out-of-pocket expenses for a wide-range of medical and surgical procedures before receiving treatment. Call 386-615-5068 or 800-352-9824, Ext. 5068 to speak with a Cost Estimation Center Specialist, or email cec@fhcp.com.

Blue 365: Find premier health and wellness discounts. Its free to join! Visit www.blue365deals.com.



Key Health Insurance Terms

Premium: Is the amount you pay monthly to have an insurance plan, so it's there when you need it.

Annual Deductible: Is the amount you pay for medical care before the insurance company starts to pay its share of the costs.

Copay: Is the fixed amount you pay for a medical service (doctor visit, emergency room visit, prescriptions) and the insurance company pays the remainder of the cost.

Coinsurance: Is the shared cost between you and the insurance company for specified healthcare coverages. It is a percentage of the payment after the deductible is met.

Maximum Out-of-Pocket Expense (MOOP): Is the maximum amount you pay "out-of-pocket" for the whole year excluding premiums.

Referral: Is the request by your PCP to see a specialty healthcare provider for treatment(s) or test(s).

Prior Authorization: Is approval by the insurance company to move forward with and provide coverage of an approved necessary service(s).

***Please check your policy for specific coverage and benefit information.*

Welcome

Here Whenever You Need Us

For questions about benefits and other services, please contact us:

General Inquiries386-676-7100 or 1-800-352-9824

Commercial Member Services386-615-4022 or 1-877-615-4022

Hearing Impaired1-800-955-8770

Enrollment and Eligibility.... 386-676-7176 or 1-800-352-9824, Ext. 7176

Member Portal Support.....386-615-4022 or 1-877-615-4022

New Sales/Health Plan Info386-676-7110 or 1-800-232-0578

Cashier..... 386-676-7109 or 1-800-352-9824, Ext. 7109

FHCP standard business hours are 8 AM to 5 PM, Monday through Friday. After hours information services are also available through our Call Center from 5 PM to 8 AM, Monday through Friday, and on weekends and holidays. You can also contact FHCP Member Services by email or regular mail.

Email:

memberservices@fhcp.com

Mail:

FHCP Member Services
PO Box 9910
Daytona Beach, FL 32120



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Please Note

Please contact Member Services for more information 1-877-615-4022. Florida Health Care Plans complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

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Member Services 386-615-4022 • 1-877-615-4022