



**Florida  
Health Care  
Plans®**



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# FLORIDA HEALTH CARE PLANS NEWSLETTER

*FOR PROVIDERS*





## Back to School Wellness Exams

Dr. Brinkerhoff explains how to get your patients starting the new school year on the right foot!

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## Florida Health Care Plans will be Closed:

- Monday, July 5th—  
In observance of Independence Day
- Monday, September 6th—  
Labor Day

## Case Management Coordination of Care Programs

Our CMCOC Programs are member and family-centered, team-based services designed to assess and meet the needs of members.

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## JULY IS UV SAFETY MONTH

“Anyone working outdoors is exposed to the sun’s ultraviolet (UV) rays, even on cloudy days. UV rays are a part of sunlight that is an invisible form of radiation. There are three types of UV rays. UVA is believed to damage connective tissue and increase the risk for developing skin cancer. UVB penetrates less deeply into the skin, but can still cause some types of skin cancer. Natural UVC is absorbed by the atmosphere and does not pose a risk.”



**NIOSH**  
**Fast Facts**

**Protecting Yourself from Sun Exposure**

Anyone working outdoors is exposed to the sun’s ultraviolet (UV) rays, even on cloudy days. UV rays are a part of sunlight that is an invisible form of radiation. There are three types of UV rays. UVA is believed to damage connective tissue and increase the risk for developing skin cancer. UVB penetrates less deeply into the skin, but can still cause some types of skin cancer. Natural UVC is absorbed by the atmosphere and does not pose a risk.

**Sunburn**

Sunburn is not immediately apparent. Symptoms usually start about 4 hours after sun exposure, worsen in 24–36 hours, and resolve in 3–5 days. They include red, tender and swollen skin, blistering, headache, fever, nausea, and fatigue. In addition to the skin, eyes can become sunburned. Sunburned eyes become red, dry, painful, and feel gritty. Chronic eye exposure can cause permanent damage, including blindness.

**First Aid**

- Take aspirin, acetaminophen, or ibuprofen to relieve pain, headache, and fever.
- Drink plenty of water to help replace fluid losses.
- Comfort burns with cool baths or the gentle application of cool wet cloths.
- Avoid further exposure until the burn has resolved.
- Use of a topical moisturizing cream, aloe, or 1% hydrocortisone cream may provide additional relief.

If blistering occurs:

- Lightly bandage or cover the area with gauze to prevent infection.
- Do not break blisters. (This slows healing and increases risk of infection.)
- When the blisters break and the skin peels, dried skin fragments may be removed and an antiseptic ointment or hydrocortisone cream may be applied.

Seek medical attention if any of the following occur:

- Severe sunburns covering more than 15% of the body
- Dehydration
- High fever (>101 °F)
- Extreme pain that persists for longer than 48 hours

[Click Here](#) to access the full “Fast Facts—Protecting Yourself from Sun Exposure” PDF

**NEED HEALTH INSURANCE  
YOUR COMPANY CAN TRUST  
& AFFORD...**



Did you know that FHCP offers comprehensive health insurance for employer groups of all sizes? With FHCP, you can count on quality and affordability with a personal, local touch! For more information [click here](#).

Please contact Mary Lou Blackmer at [mblackmer@fhcp.com](mailto:mblackmer@fhcp.com) or Haylie Allegra at [Hallegra@fhcp.com](mailto:Hallegra@fhcp.com) to learn more.



Florida Health Care Plans



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# BACK TO SCHOOL

How to get your patients starting the new school year on the right foot!



With this school year ending, it is important to encourage scheduling children and adolescents for their wellness exams prior to the upcoming school year. Typically, we think of back-to-school physicals as an opportunity to evaluate if a child is healthy enough to participate in physical activities and extracurricular sports. Most parents also know this is the time children get caught up on their vaccinations as well.

These visits provide additional benefits to children regularly following up with their primary care provider. Maintaining a relationship with a child/children's provider with intermittent acute concerns as they arise is vital, but it's also important to have time to discuss preventive strategies to keep children healthy.

Early in a child's life, providers closely follow growth and development. Ensuring they are meeting proper milestones and coordinating care and follow up for those who are not. Healthy diet and activity screenings are performed with discussion of recommendations and/or suggestions for how to help families get their picky eaters more variety in their diets. As a child matures, we ensure they have healthy BMI and blood pressure measurements on annual screening.

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Additionally, hearing and vision screening are important elements of the well child check. Inadequate screening and subsequent treatment can leave a child to fall behind their peers academically. Promoting adequate dental hygiene is often a talking point as well as ensuring routine dental visits. Children often are getting more than the recommended of 1-2 hours of “Screen time” and this can be an opportunity for discussion as well.

Providers should inquire about social, behavioral, and emotional concerns at home, school, and with peers. This looks differently throughout the span of childhood but often includes screening for bullying and discussion of their relationships. Providers also take the opportunity to screen for alcohol, drug, and tobacco use and provide age-appropriate counseling for patients. Adolescents and teenagers also should have the chance to meet independently with their provider to receive evidence based and scientific answers to questions they may have about their bodies.

Safety concerns are present throughout childhood as accidental injury is the leading cause of death in children over the age of one. Recommendations include wearing seatbelts, wearing helmets, swim safety, firearm safety, etc. Suicide is the second leading cause of death in children age 10-18 and depression screening, and coordination of care when depression is present, is an important element of the well adolescent exam.

With so much preventive care packed into one visit, you can see why it is so important to make that well child check appointment before school starts this year.



Krista Brinkerhoff, M.D.  
Family Medicine



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# Case Management Coordination of Care

Case Management Coordination of Care programs are member and family-centered, team-based services designed to assess and meet the needs of members, while helping them navigate effectively and efficiently through the health care system. Additionally, the case managers act as advocates and educators. Members can rely on their case managers to work in partnership with their healthcare team and between healthcare settings, to identify needs, link to available resources, and provide recommendations of proactive lifestyle practices that will support health and wellbeing. The Case Management Coordination of Care programs utilize evidence-based clinical guidelines to complete a thorough assessment of the member's condition, evaluate available benefits and resources, develop healthcare goals with the member, and develop a plan for monitoring and follow up. Case Management is a voluntary program and all eligible members have the right to decline participation.

## Criteria for Enrollment in Case Management Coordination of Care

Criteria for enrollment in Case Management Coordination of Care includes but not limited to members with new diagnoses, acute or uncontrolled chronic diseases, critical events that require extensive use of resources, significant barriers of psychosocial/financial concerns (social determinants of health) that limit access to care, or identified from proactive data screening, who may require any of the following:

- Assistance navigating the health care system
- Assistance with monitoring and treatment
- Assistance with barriers related to psychosocial/financial concerns
- Education on health condition(s) and health coaching
- Education supporting practitioner plan of care
- Coordinate appropriate resources, programs, or benefits
- Coordinate measures to improve quality of life and disease-specific outcomes

## The Case Manager will determine which services are appropriate to assist the member

- **Chronic Complex Care**- assists members with complex and chronic health conditions to reduce disease progression and gain empowerment through improved lifestyle practices that aims to improve quality of life. Members would benefit from advocacy, education, and navigation to access appropriate care, link to resources, benefits, or programs. Program includes transplant case management.
- **Interactive Health at Home**- remote patient monitoring provides a tablet and equipment such as scale, blood pressure cuff, and pulse oximetry. The program targets members who would benefit from health sessions, monitoring of members' vital signs, and management of symptoms. Reports are provided to the member's physician to help enhance the treatment plan.

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- **Short Term Program-** assists members with new onset of health diagnoses, support when coming home from the hospital and skilled nursing facilities, or link members to FHCP and community resources. Members would benefit from frequent contact for monitoring and education to understand signs and symptoms important to report to their doctor and lifestyle practices that will support health and wellbeing.
- **In-Home Providers-** the RN Case Manager coordinates member care with the in-home provider services to assist homebound members that would benefit from primary care services in the home or transitional care when ability is limited to attend appointments after discharge home from the hospital or skilled nursing rehabilitation facility. The in-home provider services help to reduce need for emergency department, hospitalization, and urgent care by providing primary care or transitional care services at home. In-Home Providers promote health and wellbeing through follow up care and medication management.
- **Community Resource Program-** Community Resource Coordinators partners with members and providers/referral sources to address the barriers to social and economic factors related to health care needs that effect access to healthcare through use of agencies and community partners. Community Resource Coordinators complete individualized needs assessments to link members with appropriate and available resources.

*For urgent placement or home safety evaluations, physicians would continue to refer members with urgent needs to Home Health Skilled Nurse and Medical Social Worker or Department of Children and Families. Skilled Nurse Facility placement continues to be directed to Utilization Management Department 386-676-7187.*

### **There are various methods to refer the CM COC Department:**

Case Managers or Community Resources Coordinator Services:

**Telephone Contact:** Toll Free 855/205-7293 or 386/238-3284

**Email:** cmanagement@fhcp.com

**Fax:** 386/238-3271

**Website:** www.fhcp.com

**FHCP Providers-Internal:** E.H.R. Task

## **New Member Transition of Care Program**

The goal of the Transition of Care team is to assist new members transitioning into our network of providers, pharmacies, and covered medications. The member would benefit from clinical review of health history and medications to coordinate care with available resources, benefits, and participating providers or services to make the transition as seamless as possible. The RN Navigator assists existing members that are experiencing a change in benefits, providers, or services, or moving into another county served by FHCP or change of employers that offer FHCP insurance.

### **Members & Providers are informed about available Case Management Programs by:**

- Florida Health Care Plans Website ([www.fhcp.com](http://www.fhcp.com))
- Member or Provider Resource Guide
- Quarterly newsletters
- Department Brochures

### **Members may be referred by:**

- Practitioners
- Member or Caregiver
- Discharge Planners
- Medical Management Programs
- Proactive Data Claims Review
- Member Services

### **The New Member Transition of Care Program additional referral sources include:**

- Marketing Agents
- Employer Groups

### **Transition of Care Program:**

**Telephone Contact:** Toll Free 855/205-7293 or 386/615-5017

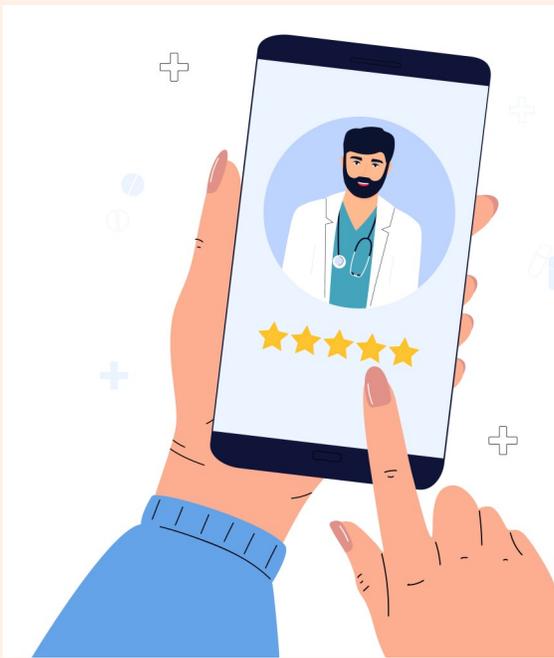
**Email:** toc@fhcp.com

Monday—Friday 8:00 AM to 5:00 PM

## PROVIDER REMINDERS & ANNOUNCEMENTS

### Provider Surveys & Practice Changes

The Center for Medicare Services (CMS) requires health plans to maintain accurate provider directories for their members. If health plans do not comply, they risk regulatory fines. Given these requirements from CMS and everyone's desire to increase overall customer satisfaction, FHCP sends out a quarterly request asking practitioners to verify their current directory information and to notify us if there has been any change in your practice. We appreciate you taking the time to respond to the survey and ask that you contact us whenever you have a change related to practitioners, address, telephone numbers, panel status, or services offered. You can let us know by faxing us any such changes to (386) 481-5202 or via email at [FHCPProviderRelations5@fhcp.com](mailto:FHCPProviderRelations5@fhcp.com).



### IS YOUR NPI INFORMATION UP TO DATE?

The Centers for Medicare and Medicaid Services (CMS) utilizes the information, such as practice address, that appears in your NPI record. We are asking that you check your NPI at [NPPES.CMS.HHS.GOV](http://NPPES.CMS.HHS.GOV) to ensure that your current practice information is reflected.

The NPI number is used to identify health care providers in standard transactions such as health care claims. It is important to keep all information, such as a change of address, with NPPES current. You're required to update your NPI information, online or by mail, within 30 days of the effective change.

You can update your NPI profile by one of the following means:

By phone: 1-800-465-3203 (toll free) or 1-800-692-2326 (NPI TTY)

By email at: [Customerservice@npienumerator.com](mailto:Customerservice@npienumerator.com)

By mail at: NPI Enumerator PO Box 6059 Fargo, ND 58108-6059

<https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS10114.pdf>





East Coast Bariatrics understands there can be a stigma regarding mental health. Good mental health takes work in the same way good physical health takes work. East Coast Bariatrics will help patients commit to habits, practices, and routines that are good for their overall well-being. The licensed mental health counselor (LMHC) for East Coast Bariatrics will guide patients to express feelings without labeling them as bad or negative. The counselor will assist patients in utilizing self-care, improving negative self-talk, and focus on personal enjoyment. Each patient at East Coast Bariatrics obtains the tools to learn self-worth and improve overall happiness.

For more information on this program, please have your patient call (386) 238-3205. We will guide them through every step of the progress!



**ATTENTION FHCP PROVIDER PORTAL USERS:**

To keep your account active, please login at least every 60 days. If you need assistance with a password reset or a locked account, please contact Customer Service at 1 (877) 814-9909. Thank you for your understanding and remaining compliant with Florida Health Care Plans' Security Policy.



## Scheduling Medicare Wellness exams for members with contracted physicians: Are you next?

The Medicare benefit of an annual wellness exam is offered in a special program by FHCP for members who have contracted physicians. A team of health care providers with expertise in gerontological care have provided this service at contracted physician offices, FHCP facilities, and now through a telehealth audio-visual interactive visit. The visit expands on a focused wellness exam by giving additional FHCP service information such as extended care hours clinics, vaccinations, and prevention health screenings individualized to the member's needs. Health information is also updated in the electronic medical record which provides support to FHCP's diverse medical specialists. Upon completion of the visit, the medical records department sends the summary report of the visit to the contracted physician. If any screening tests are ordered for the members at the time of the visit, the member is notified of results and results are faxed to their physician.

The wellness exam team consists of J. Wes Tanner, MD, who is the Risk Adjustment Medical Director supervising the preparation of the patient chart recommendations FHCP provides the physicians. His goal is to provide accurate, concise, and comprehensive data to our contracted physicians to enable better medical care. When a list of eligible members is received by our program staff, Traci Postell, Medicare Risk Adjustment (MRA) Service Specialist, calls members to schedule appointments. Traci is the most recent addition to our team with 20 years' experience in the health care industry. She explains the value of our program to members and encourages member participation.

Once the member is scheduled, the telehealth visit is provided by Kay Klymko, PhD, APRN, FNP-BC and Dorothy (Lynn) Goodrich, LPN, using either Zoom or Doximity software programs. Dr. Klymko and Ms. Goodrich bring decades of nursing and gerontological expertise to our program. Dr. Klymko, received her doctorate in nursing and was a fellow in the National Institute of Aging Doctoral training program through the Institute of Gerontology, Wayne State University in Detroit, Michigan. Ms. Goodrich, as a life-long resident of Volusia County, is devoted to assuring a successful telehealth experience for members in our community. She provides invaluable assistance to members in helping with the telehealth connections and gathering preventative health information.



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As a reminder of this valuable service we offer to your patients, we look forward to meeting with you during the months of July through September. Our outreach to the following contracted physicians chosen from West and East Volusia County locations included Deland, Orange City, Deltona, DeBary, Ormond Beach, and Daytona Beach. Participants include Advent Health Medical Group at Deland, West Volusia Family and Sports Medicine, Dr. Hina Azmat, Dr. Jay Chanmugam, Dr. Michael DeSouza, Dr. Carlos Dominguez, Family Health Source, Dr. Magued Ibrahim, Dr. Ananth Krishnan, Dr. Judith Mathura, Dr. Kristina Paradis, Dr. Andrew Randolph, Saxon Internal Medicine, Dr. Vinny Varghese, Halifax Health PCP Ormond Beach, Dr. John Chewning, Dr. Savitha Kasturi, Dr. Erica O'Donnell, Ormond Medical Center, Dr. Kashyap Patel, Dr. Vipin Patel, Dr. Richard Potts, Dr. Evan Carratt, Halifax Health Family and Sports Medicine, and Halifax Health PCP Daytona Beach.

On occasion members will call their Primary Care office with questions about our program after they are contacted to schedule an appointment. It is of utmost importance that all office staff reinforce the important message of the value of this telehealth visit to enable better medical care and communication between FHCP and our contracted health care providers. We look forward to collaborating with you! If you have any additional questions about the program, please leave a voicemail message for Kay Klymko at (386) 676-7100 extension 7687.



## IMPORTANT REMINDERS AND NEW INFORMATION

**PROVIDERS AND STAFF**, please remember to log in to your Quest Diagnostics account *at least every 90 days* to prevent loss of your password. Why not set a calendar reminder now!

### **NEW TESTS AVAILABLE!**

- **39449** – Metabolic Risk Panel – includes standard lipid panel, ApoB, HbA1c, Insulin Resistance Panel with Score (Proprietary new test!)
- **39165** – Kidney Profile – Detects and monitors chronic kidney disease (CKD) in adults.

**See the Quest Diagnostic Test Directory at**

**<https://testdirectory.questdiagnostics.com/test/home>**

**for more information and to search any test by name, test code, or CPT code.**

**FLORIDA HEALTH CARE PLANS, INC.** is contracted with Quest Diagnostics for routine and STAT lab testing and collections. Please note that prior authorization is required for genetic testing. Check out your **[Provider Referral Guide](#)** for draw-station locations and more helpful information!



September is **National Cholesterol Education Month**, and September 29 is World Heart Day. These observances raise awareness about cardiovascular disease, cholesterol, and stroke.

According to the Centers for Disease Control and Prevention (CDC), heart disease is the number one leading cause of death in the U.S. More than one million Americans have a heart attack each year and about 500,000 die of heart disease. High blood cholesterol is one of the major risk factors for heart disease, causing heart attack and stroke.

The CDC reported that 71 million American adults have high LDL cholesterol, yet fewer than half get treatment, perhaps because they have no symptoms. For these reasons, the American Heart Association recommends all adults age 20 or older have their cholesterol checked every four to six years, and to seek treatment if numbers are out of range.

Risk can be assessed depending on age. Between 20 and 39, lifetime risk may be assessed. If the risk is high or if there is a family history of early CVD and have an LDL of 160 mg/dL or more, statin medications and lifestyle changes to lower your risk may be recommended. Between the ages of 40 and 75, the American Heart Association has a risk calculator called Check. Change. Control. Calculator <https://ccccalculator.ccctracker.com> to estimate 10-year risk of having a heart attack or stroke.

## National Cholesterol Education Month

Depending upon several risk categories, a type of treatment will be recommended by the doctor. These can include a cholesterol-lowering diet, changes in levels of physical activity, weight management, or starting a regiment of medication. The primary medication for high cholesterol is a class of drugs called statins. Statins block an enzyme inside liver cells to disrupt cholesterol production, thereby reducing the amount being released into the bloodstream. Some also reduce the inflammatory process in the vessel wall, stopping plaque formation inside the artery. There are a few other medications available, such as resins, selective cholesterol absorption inhibitors, and lipid-lowering therapies such as fibrates, nicotinic acid, and others. Each of these have their own levels of success and risks for side effects.

Heart health studies have shown that having a pet can help by increasing fitness levels, relieving stress, lowering blood pressure and cholesterol levels, boosting overall happiness and wellbeing. It's no surprise that people who walk their dogs are more likely to get the recommended amount of physical activity than those who don't. Pets also provide social support, which is an important factor in helping you stick with new healthy habits.

Sleep could be the key to unlocking better health. Sleep issues, especially not sleeping enough, sleep apnea and insomnia can increase the risk of obesity, high blood pressure, Type 2 diabetes, stroke, coronary heart disease and overall CVD.

Practicing mindfulness and meditation may help your patient. Managing stress and high blood pressure is part of lifestyle changes. Self-care is an important part of overall health. It is vital for monitoring and managing medical conditions as well as preventing CVD. Self-care includes the basics of living a healthy

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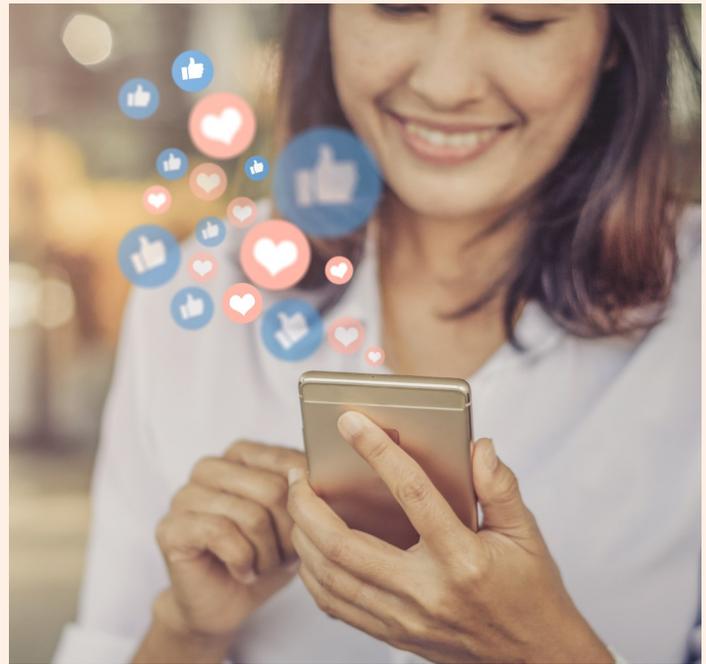
lifestyle, but also includes more practical things such as adhering to a drug regimen and paying attention to new or worsening symptoms. It is estimated that self-care contributes to 40% of good health.

A treatment plan developed with a health care professional on an agreed upon plan works best for our members. For support, encourage the whole family to join in the heart-healthy lifestyle.

The Florida Health Care Plans Diabetes/Health Education department offers your patients education to increase their knowledge, to reduce cholesterol, and address lifestyle changes. Included in the program is information about risk factors for heart disease, healthy eating (such as the DASH and Mediterranean diets), blood pressure and cholesterol management, exercise, and stress reduction.

Referrals can be sent to the department and the member will be scheduled. Members can also self-refer by calling the department to schedule an appointment. There is no charge for FHCP members.

For more details, please call (386) 676-7133 or toll free 1-877-229-4518 or email [deducation@fhcp.com](mailto:deducation@fhcp.com)



## STAY CONNECTED

There are many outlets to stay connected with FHCP! We encourage provider engagement as FHCP utilizes multiple social media platforms to reach it's audience. So, stay connected!



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