

TO: All FHCP Providers

FROM: Rosario Cotto, Network Providers Relations Assistant

DATE: 2/1/17

SUBJECT: FHCP PROVIDER HANDBOOK UPDATES

The following is a recent addition 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
7 & 18	PC017	Non-Medicare Subscriber Claims Review & Processing	16	6/1/2016
5 & 27	PC026	Initial Determination and reconsideration of Coverage of Non-Medicare Beneficiary Claim	14	8/3/2016
5	PC033	Member Financial Responsibility Estimates	5	1/5/2016
4 & 9	QM013	Credentialing of Providers for FHCP, Inc.	15	11/30/2016
9	QM004	Quality Mgmt./Performance Improvement Plan	26	2/7/2016
18	UM008	Retrospective Authorization Process	7	2/17/2016
18	CS005	Complaints/Grievances and Appeals (Large Group, Small Group & Individual Commercial Subscribers)	19	7/30/2016
18	RR017	Affirmative Statement about Incentives	5	5/27/2016



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20	MGP012	Adult Preventative Medicine Recommendations	15	5/19/2016
20	MCG010	Development of Clinical Review Criteria and Evaluation of New Techniques	12	2/5/2016
5	CS004	Medicare PART C Complaints/Grievances	24	7/30/2016
18	CM006	Discontinuation of Medicare Advantage Members' Home health Care & Skilled Nursing Facility Services	11	8/13/2016
22	RR007	General Privacy Policy	12	5/21/2016
22	RR008	Uses and Disclosures of Protected Health Information	13	6/23/2016
22	RR009	Individual Right to Notice of Privacy Practices	13	5/30/2016