

# FLORIDA HEALTH CARE PLANS NEWSLETTER

*For Providers*

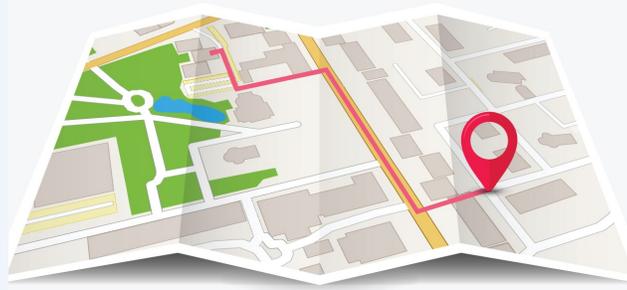


**Florida  
Health Care  
Plans®**



An Independent Licensee of the Blue Cross and Blue Shield Association

# WE HAVE MOVED



## **FHCP Corporate Have Moved!**

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This facility better represents FHCP’s brand, growth potential, and standing in the community.



# *Inside This Issue*



## **Doctor’s Day!**

Extending a warm thank you to our doctors who devote their lives caring for others!

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## **Health Risk Assessments**

Health Risk Assessments are used as a tool to help manage patient health. See page 7 on how an annual HRA benefits your patient.

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HAPPY  
**DOCTOR’S DAY**

# FHCP Corporate Headquarters Has MOVED...



Please be advised effective immediately, Florida Health Care Plans' Corporate Headquarters has moved to a new location.

**The new physical address is:**

*2450 Mason Ave.,  
Daytona Beach, FL 32114*

**The General Correspondence PO Box shall remain the same:**

Florida Health Care Plan, Inc.  
PO Box 9910  
Daytona Beach, FL 32120



**The Claims Department PO Box for Appeals, Corrected Claims and Correspondence shall remain the same:**

Florida Health Care Plan, Inc.  
PO Box 10348  
Daytona Beach, FL 32120-0348



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# Case Management

Case Management Coordination of Care programs are member and family-centered, team-based and voluntary services. 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.

## Criteria for Enrollment

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

A description of programs and services are found on the FHCP website in the Provider Referrals, Orders, and Authorizations.

*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.*

### Members and 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

Members can self-refer or opt-out of the voluntary programs by calling or emailing the department.



*There are various methods to refer to the Case Management Coordination of Care Department:*

**Case Managers or Community Resources Coordinator Services:**

Telephone Contact: Toll Free (855)205-7293 or (386)238-3284

Email: [cmanagement@fhcp.com](mailto:cmanagement@fhcp.com)

Fax: (386)238-3271

Website: [www.fhcp.com](http://www.fhcp.com)

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

**Transition of Care Program:**

Telephone Contact: Toll Free (855)205-7293 or (386)615-5017

Email: [toc@fhcp.com](mailto:toc@fhcp.com)

Monday - Friday 08:00 AM to 5:00 PM

**FHCP  
Member  
Portal**

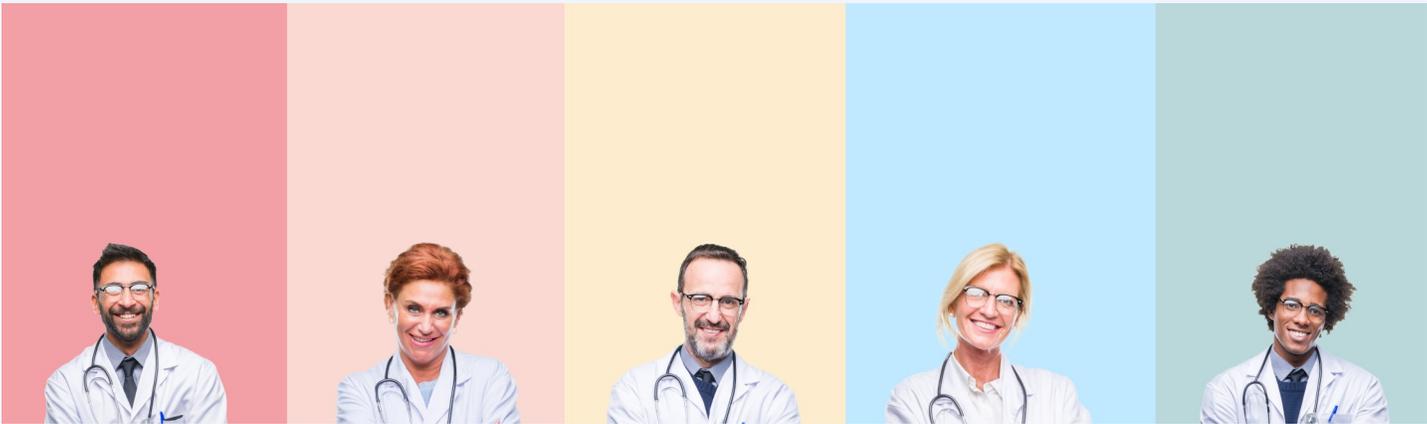


**Encourage your patients to utilize the FHCP Member Portal.**

**Members can use the portal to:**

- Print their ID Card
- Change their PCP
- View progress towards meeting deductibles or out-of-pocket maximums
- Request RX Refill
- View their Claims/ Authorizations
- See their Benefit Plan Book
- Review their enrollment information
- And Much More!





*As we celebrate the occasion of Doctor's Day, we extend a warm thank you to our doctors who devote their lives to caring for others. Your knowledge, skills, dedication and compassion are vital to the health and wellbeing of our members. We appreciate you and wish you a Happy Doctor's Day!*

*Sincerely,  
FHCP Administration & Staff*

**WE THANK YOU!**

## ***New Year Benefit Changes***

Just a friendly reminder that effective January 1, 2022, many patients change benefit plans/products and even insurance companies. Therefore, we highly encourage providers and their staff to check eligibility and benefits prior to rendering services to ensure accurate insurance information is on file and correct member payment responsibilities are collected. You may check eligibility and benefits at no charge via the FHCP Provider Portal.

<https://www.fhcp.com/provider-login/>

We are looking forward to working with you in 2022 to keep our members happy and healthy in the New Year!

# Health Risk Assessments:

## *A tool to help manage health*

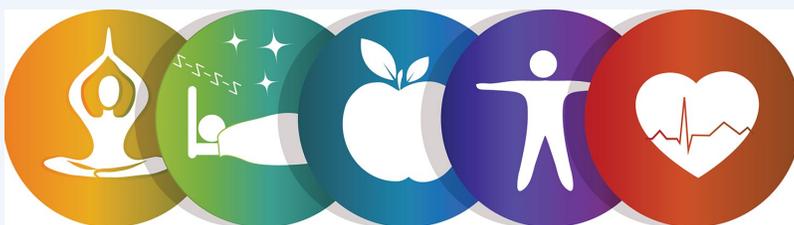
Did you know that our FHCP member portal is the home of an online Health Risk Assessment (HRA) for your patients to complete on a yearly basis?

The HRA is housed on the Welcome to Wellness page of [www.fhcp.com](http://www.fhcp.com). FHCP has partnered with PDHI-ConXus, a wellness platform, to provide this tactful service to our members.

HRA's have been utilized for over 50 years and researched immensely in their development. The assessment utilizes the Transtheoretical Model of Change as a basis for its reporting. It reviews information on a person's lifestyle behaviors, health behaviors, biometrics, and targeted/future risk age. Feedback of the assessment is in the form of a report that is easy for the member to understand. The HRA report is a proactive response to the risk factors that cause disease or injury in a member's lifestyle.

The assessment can be completed on a phone, tablet, or computer. It is 70 questions in length and a report is immediately provided upon completion of the questionnaire. The report can be printed or is available for viewing on a device, at any time after the assessment is completed during that calendar year. At the end of the assessment a numerical health score is given (1-100). A high score indicates that there is low risk of disease and less high-risk behaviors.

Along with the HRA, the *Welcome to Wellness* page provides tools for our members to help make an impact in their health through lifestyle changes. Action Plans are 6 to 8 weeks in length and Challenges are 2 to 8 weeks in length. They are self-paced and specific to helping the member in creating healthy and sustainable habits. These tools are suggested to the member once they have completed their HRA.



It is a tool for patient-centered care. The HRA can be used for the goal of improving health status and/or delaying the onset of disease. *"Patient centered care is considered to be care that is relationship-awed and makes the patient feel know, respected, involved, engages and knowlegeagble"*<sup>1</sup> It will support a shared decision-making process that will help impact health behaviors, and/or modify a patients' risk of disease over time. You, as their provider, will be able to gauge a patient's readiness to change to allow for collaborative discussion and help select healthy behaviors to work on towards the next year. When the completion of the annual assessment is coupled with a member who is actively making healthy sustainable changes, the result will be an improvement in their overall health score.

If you would like to learn more about the HRA & FHCP Wellness Page, please reach out to the Wellness Department at [wellness@fhcp.com](mailto:wellness@fhcp.com).

<sup>1</sup> Goetzel, RZ; Staley, P; Ogden, L; Strange, P; Fox J; Spangler, J; Tabrizi, M; Beckowski, M; Kowlessar, N; Glasgow, RD; Taylor, MV. A framework for patient centered health risk assessments-providing health promotion, and disease prevention services to Medicare Beneficiaries. Atlanta, GA: US Department of Health and Human Services, Centers for Disease control and Prevention, 2011

# National Nutrition Month

*“Let the food be the medicine”*



“Let thy food be thy medicine,” said Hippocrates (a long, long time ago), but the sentiment still rings true. National Nutrition Month, celebrated in March, stresses the importance of a balanced diet and exercise. The Academy of Nutrition and Dietetics promotes the transformative powers of healthy food choices. The Academy encourages using a registered dietitian to develop and stick with a healthy eating plan.

At FHCP, the Diabetes/Health Education department has 5 full time registered dietitians to support your members with diabetes or any nutrition related disease. There is no charge to be seen in our department and follow up appointments are encouraged. We utilize face to face visits as well as ZOOM appointments.

We offer group classes for risk factors for heart disease (elevated lipids), prediabetes, Eat Right Move Right (weight management), and diabetes, as well as any nutrition diagnosis that need individual appointments. Members can self-refer by calling our office but a referral from their provider is more motivating for many of our members.

Our dietitians will evaluate your members’ nutrition needs and help set realistic goals for improving health status. Part of those goals include developing an activity plan and improving food choices.



The Diabetes/Health Education department is here to support you, the provider, to improve the quality of life for our members. We can be reached through email ([deducation.com](mailto:deducation.com)), task lists (nutrition or diabetes), fax (386-238-3228), or phone (386-676-7133).

**For more details, please call  
(386) 676-7133 or toll free  
1 (877)229-4518.**



201 N. Clyde Morris Blvd., Ste. 210  
 Daytona Beach, FL 32110  
 (386) 238-3205

***Having performed thousands of surgeries, our goal is to work together with each patient and emphasize that weight loss is an overall life changing decision towards an improvement in health, which targets the goal of wellness. Long-term weight loss success is supported through continuous nutrition education, behavioral counseling, exercise, support groups and additional support with our team.***

*Joel Sebastien, M.D., Director of Bariatric Surgery*  
*Lars Nelson, M.D., Bariatric Surgeon*

**East Coast Bariatrics, is a comprehensive weight loss program for patients with clinically severe morbid obesity.**

Our Bariatric program is unique to our community. The multidisciplinary team includes physicians, nurse practitioner, clinical staff, dietitian, mental health counselor, exercise specialist and other weight loss professional support staff. Each member of our bariatric team is dedicated to helping patients improve their medical risk factors and reduce their weight through a comprehensive approach to weight management that includes:

- Laparoscopic Roux-en-Y Gastric Bypass
- Laparoscopic Vertical Sleeve Gastrectomy (outpatient available)
- Laparoscopic Duodenal Switch
- Laparoscopic Weight Loss Surgery Revisions
- Non-Surgical Medically Managed Weight Loss Program
- Laparoscopic Adjustable Gastric Banding (Management and Removal)



- A referral is not needed for a patient to inquire about weight loss options.
- You may give the patient our phone number so they can call us directly.
- Our Insurance Specialists will guide your patient through individual insurance requirements.
- Most insurances accepted.
- Self-pay and financing options available.
- Free virtual information seminars available.
- Bariatric in-services and education are available for your staff.

***To set up an in-service for your practice please contact:***

**Tami Salyerds,  
 Program Coordinator  
 at  
 (386) 481-6776  
 or email:  
 tsalyerds@fhcp.com**