

# **PROVIDER REFERRAL GUIDE – ST. JOHN’S/PUTNAM COUNTIES**

**THE FHCP PROVIDER REFERRAL GUIDES CAN BE FOUND AT  
[WWW.FHCP.COM](http://WWW.FHCP.COM) – PROVIDERS  
AND THE FHCP PROVIDER PORTAL**

**These links make the Referral Guidelines easily accessible and they are updated monthly.  
The guides are interactive as well – NO need to scroll!**

**Helpful Tips when navigating these guides:**

**Helpful Tips when navigating these guides:**

1. By typing Ctrl + F – it brings up the “Find” function box. Type the Specialty in the “Find” box, it will display exact matches to the user. The user should then select the appropriate match they are trying to reference.  
Once selected, it transports the user directly to the specialty, under the Table of Contents. Click on the Specialty. That will then lead the user to the desired selection.  
or
2. Go directly to the Specialty of your choice in the Table of Contents and click on the Specialty and it will take you to the specialty section selected.
3. By typing Ctrl + Home – will bring the user back to the top of the PDF document.



# PROVIDER REFERRAL GUIDE – ST. JOHN’S and PUTNAM COUNTIES

CHECK OUT OUR WEBSITE!!! [www.fhcp.com](http://www.fhcp.com)

FHCP Central Referral Department	386 / 238-3230 or 800 / 352-9824 (Ext. 3230) Fax: 386 / 238-3253 or 855 / 442-8398
Central Referral Department- Manager / Sue Schack, L.P.N.	386 / 676-7100 or 800 / 352-9824 (Ext. 3230)
Central Referrals Clinical Supervisor / Jane Vesta, L.P.N.	386 / 676-7100 or 800 / 352-9824 (Ext. 3230)
Community Relations Coordinator / Jennifer Niewald	904 / 295-3679 or 800 / 352-9824 (Ext. 7207)
FHCP Case Management Utilization Review Department	386 / 676-7187 or 866 / 676-7187
FHCP Case Management Coordination of Care Department	386 / 238-3284 or 855 / 205-7293
Provider Benefit & Eligibility Questions	386 / 615-4024 or 844 / 615-4024
After Hours / Weekend Contact	386 / 226-4542 or 800 / 352-9824

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**Indicates pre-authorization needed** By FHCP Central Referrals Department.

**For URGENT requests that require pre-authorization, the requesting provider/staff MUST CALL FHCP Central Referrals at 386 / 238-3230.**

Services that require pre-authorization must have documentation as to the medical necessity. If that documentation is not available, your request may be denied. **Please refer to your Provider Referral Guide for assistance in referring your patients for services.**

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**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.  
**TFN-** Total Flagler Network is Tier 2 in the Flagler Health+ HCHP Network.  
 FHCP Medicare can use FCH and EFN providers.

## **FHCP PROVIDER PORTAL INFORMATION**

**REGISTRATION** - Registration for the FHCP Provider Portal is available at [www.fhcp.com](http://www.fhcp.com). Click on the Provider Portal link in the upper left hand corner. You will need your organization's Tax and Vendor ID to complete the registration process.

## **FHCP ELECTRONIC REFERRAL PROCESS**

**The Florida Health Care Plans (FHCP) Electronic Referral Process is under construction as we are working on building a new platform for authorization submissions. Effective immediately, please fax your requests for Prior Authorization to the FHCP Central Referral Department at 386-238-3253 or 855-442-8398.**

**THANK YOU**

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## ALLERGY

<b>FCH-</b> Juan C. Mas, M.D. #000557 <b>FCH-</b> Edward McLaughlin, M.D. #000003  Patients 2 years and older	Asthma & Allergy Specialists 9 Pine Cone Drive, Ste. 105, Palm Coast, FL 32137  3100 U.S. Hwy. 12, South, Ste. 48, St. Augustine, FL 32086	386 / 446-3006 Fax: 386 / 446-2909 904 / 797-3339 Fax: 904 / 797-1636
<b>EFN-</b> Steven Dorman, M.D. #061444 <b>EFN-</b> Hary Katz, M.D. #130020 <b>EFN-</b> Sunil Joshi, M.D. #061593 <b>EFN-</b> Leilanie Perez Rameriez, M.D. #071958 All Ages	Family Allergy & Asthma Consultants 135 Professional Dr., Ste. 106, Ponte Vedra Beach, FL 32082	904 / 636-9100 Fax: 904 / 636-9102

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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### AMBULATORY SURGICAL CLINICS (ASC'S) PLEASE REFER TO SURGICAL FACILITIES

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## ARTERIAL BLOOD GASES (ABG's)

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 891-4961
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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## **AUTISM SPECTRUM DISORDER (ASD)**

**INSTRUCTIONS:** The requesting provider should refer members with suspected autism disorder to a contracted Psychiatrist listed in this referral guide under PSYCHIATRY/BEHAVIORAL HEALTH for an evaluation and recommendation. **Preauthorization is NOT needed for this referral.** The requesting provider will send an order and pertinent documentation to substantiate the request to the Psychiatrist of choice. Appointments can be made by the provider's office or the member can call after the order has been received by the office. The specialty office will advise you of their scheduling protocol.

The Psychiatrist shall evaluate and diagnosis the member. Once evaluated and a confirmatory diagnosis has been made, the Psychiatry office will submit a referral order to the FHCP Referral Department. The Referral Department will review the request to determine if benefit requirements have been met for FHCP coverage of ASD. If approved, the FHCP Referral Department will notify the FHCP contracted provider that renders ASD treatment to schedule the member.

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## **BARIATRIC SURGERY PROGRAM**

<b>FCH-</b> Robert Marema, M.D. #10H772	Flagler Health+ Bariatric Surgery Center 400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>FCH-</b> John S. Koppman, M.D. #10D883	201 Health Park Blvd., Ste. 103, St. Augustine, FL 32086	904 / 827-0093 Fax: 904 / 827-0094

All Florida Health Plan Members (FHCP) members that are considering entering the Bariatric Surgery Program must obtain Prior Authorization from the FHCP Central Referral Department before entering the program.

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **BONE DENSITY STUDIES**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2222 Fax: 904 / 271-6459
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 202-2222 Fax: 904 / 271-6459
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 202-2222 Fax: 904 / 271-6459
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 202-2222 Fax: 904 / 271-6459

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

FHCP will cover this testing once every 24 months.

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## **BONE SCANS**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

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<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2222 Fax: 904 / 271-6459
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 202-2222 Fax: 904 / 271-6459
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 202-2222 Fax: 904 / 271-6459
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 202-2222 Fax: 904 / 271-6459

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## BRACES / ORTHOTICS / PROSTHETICS

<b>FCH</b> – Ward Medical #065892	2435 US Hwy. 1 S., St Augustine, FL 32086	904 / 794-9600 Fax: 904 / 794-9601
<b>FCH</b> - Rosana Rodriguez, D.P.M. # 061086 All Ages	All About Feet & Legs, P.A. 6 St. Johns Medical Park Dr., St. Augustine, FL 32086	904 / 823-3301 Fax: 904 / 826-3228
<b>EFN</b> - American Ortho – Tech #001917	21 Hospital Drive, Suite 270, Palm Coast, FL 32164	386 / 258-0401 Fax: 386 / 252-1013
<b>EFN</b> - Hanger Prosthetics and Orthotics, Inc	1282 3 <sup>rd</sup> . St. , S, Jacksonville Beach, FL 32250	904 / 249-1757 Fax: 904 / 249-0486
<b>EFN</b> - Florida O & P Services, Inc.	1797 Old Moultrie Rd., Ste. 110, St. Augustine, FL 32086	904 / 826-0027 Fax: 904 / 808-9973
<b>EFN</b> —Joint Active Systems, Inc. <b>JAS Dynamic Range of Motion Devices</b> <b>and EMPI Advanced Range of Motion Devices</b>	2600 S. Raney St., Effingham, IL 62401	800 / 879-0117 Fax: 217 / 347-3384

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## DIABETIC SHOE PROVIDERS

EFN- Atlantic Foot & Ankle Associates All ages	Atlantic Foot & Ankle Associates 21 Hospital Drive, Suite 150, Palm Coast, FL 32164	386 / 586-7373 Fax: 386 / 586-7346
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**INSTRUCTIONS:** The need for diabetic shoes must be certified by a physician who is a doctor of medicine or a doctor of osteopathy and who is responsible for diagnosing and treating the patient's diabetic systemic condition through a comprehensive plan of care. The managing physician must:

- Document in the patient's medical record that the patient has diabetes;
- Certify that the patient is being treated under a comprehensive plan of care for diabetes, and that the patient needs diabetic shoes; and
- Document in the patient's record that the patient has one or more of the following conditions:
  - \* Peripheral neuropathy with evidence of callus formation;
  - \* History of pre-ulcerative calluses;
  - \* History of previous ulceration;
  - \* Foot deformity;
  - \* Previous amputation of the foot or part of the foot; or
  - \* Poor Circulation

For each individual, coverage of the footwear and inserts is limited to one of the following within one calendar year:

\*No more than one pair of custom-molded shoes (including inserts provided with such shoes) and two additional pairs of inserts; or

\*No more than one pair of depth shoes and three pairs of inserts (not including the noncustomized removable inserts provided with such shoes).

To request this service please place your order on a **prescription pad** and include applicable covered criteria as listed above. The patient should then be directed to bring the **prescription** to the provider of their choice. Discounts will be offered for patients not meeting above criteria.

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**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.

**TFN-** Total Flagler Network is Tier 2 in the Flagler Health+ HCHP Network.

FHCP Medicare can use FCH and EFN providers.



## CARDIAC CATHETERIZATION

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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## **CARDIAC MONITORING**

<b>EFN-</b> iRhythm Technologies, Inc. #050404	650 Townsend St., Ste. 380, San Francisco, CA 94103	224 / 543-2200 Fax: 1/ 888 / 693-2402
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iRhythm Technologies, Inc. provide a long term continuous ambulatory cardiac monitoring device (Zio Patch) to FHCP members to record and store elect electrocardiogram (ECG) data. Prior authorization from the FHCP Central Referral Department is not required. Participating providers can contact the company directly at the above telephone number.

The medical device shall be affixed to the FHCP member at the Participating Provider's office and the member shall wear the device for up to fourteen (14) days as medically necessary. Interpretation and reporting of the ECG data captured by the supplier's medical device will be the responsibility of the ordering Participating Provider.

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## CARDIAC REHABILITATION

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

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## CARDIOLOGY

<p><b>FCH-</b> Imraan Ansaarie, M.D. #055635 Patients 16 years and older</p>	<p>Ansaarie Cardiac &amp; Endovascular Center of Excellence 215 Hwy, 17 S. East Palatka, FL 32131</p>	<p>386 / 232-9203 Fax: 386 / 222-3064</p>
<p><b>FCH-</b> Vincent Caracciolo, M.D. #063432 <b>FCH-</b> Larry Van Crisco, M.D. #061059 <b>FCH-</b> David Grech, M.D. #042113 <b>FCH-</b> Kevin Hayes, D.O. #061060 <b>FCH-</b> Michael Koren, M.D. #069557 <b>FCH-</b> Dinesh Pubbi, M.D. #061061 <b>FCH-</b> Neil Sanghvi, M.D. #046642 <b>FCH-</b> Lilla G. Martin, M.D. #073692 <b>FCH-</b> Sunil Singh, M.D. #072650 <b>FCH-</b> Miciah Jones, D.O. #081408  Patients 18 years and older</p>	<p>First Coast Heart &amp; Vascular Center, P.A. 100 Whetstone Place, Ste. 102, St. Augustine, FL 32086  14 Office Park Drive, Ste. 1, Palm Coast, FL 32137  14810 Old St. Augustine Rd. Ste. 210, Jacksonville, FL 32258  3901 University Blvd., Ste. 221, Jacksonville, FL 32216  228 PonteVedra Park Dr., Ste. 800, Ponte Vedra, FL 32082  1679 Eagle Harbor Parkway, Ste. B, Orange Park, FL 32003</p>	<p>904 / 342-8300 Fax: 904 / 342-8301 386 / 446-9966 Fax: 386-445-3398 904 / 423-0010 Fax: 904 / 423-0012 904 / 423-0010 Fax: 904 / 423-0012 904 / 395-3719 Fax: 904 / 395-3720 904 / 375-8100 Fax: 904 / 375-8101</p>
<p><b>FCH-</b> Ferris George Jr., M.D. #06669 <b>FCH-</b> Robert Signor, Jr., M.D. #002744 Patients 21 years and older</p>	<p>St. Augustine Cardiology Associates, P.A. 201 Health Park Blvd., Ste. 105, St. Augustine, FL 32086</p>	<p>904 / 824-1776 Fax: 904 / 825-1270</p>
<p><b>FCH-</b> Trevor Greene, M.D. #10H682 <b>FCH-</b> Todd Lewis, M.D. #059293 <b>FCH-</b> Edward Pereira, M.D. #142216 <b>FCH-</b> Bashar Saikaly, M.D. #104233 Patients 18 years and older</p>	<p>Drs. Baker &amp; Gilmour, M.D., P.A. 300 Health Park Blvd., Ste. 1006, St. Augustine, FL 32086</p>	<p>904 / 794-7050 Fax: 904 / 794-7135</p>

[Additional Cardiology information on the following page](#)

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FHCP Medicare can use FCH and EFN providers.

**CARDIOLOGY(continued)**

<b>FCH-</b> Robert Kelsey, M.D. #061570 Patients 18 years and older	Primecare, PL 2720 U.S. Hwy. 1, South, Ste. B, St. Augustine, FL 32086	904 / 827-0078 Fax: 904 / 827-0140
<b>FCH-</b> Krishna Sikaria, M.D. #112101 Patients 18 years and older	Heart Center of St. Augustine, P.A. 301 Health Park Blvd., Ste. 329, St. Augustine, FL	904 / 825-4333 Fax: 904 / 825-4248
<b>FCH-</b> Ali Tutar, M.D. #136764 Patients 18 years and older	Cardiovascular Consultants of St. Augustine 300 Health Park Blvd., Ste. 5010, St. Augustine, FL 32086 377 Palm Coast Parkway, SW, Unit 4, Palm Coast, FL 32137	904 / 823-8809 Fax: 904 / 823-8851
<b>EFN</b> – Robert Bianco, MD #114662 Patients 18 years and older	FHCP Center 145 City Place, Palm Coast, FL 32164 <b>MEDICAL RECORDS FAX – 386 / 481-5009</b>	386 / 302-0975 Fax: 386 / 302-0976

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist Heart Specialists	800 Prudential Drive, Jacksonville, FL 32207	904 / 720-0799
	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 720-0799
	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 241-7147
	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 261-9786

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers. Information on Zoll Life Vests can be found under Durable Medical Equipment.

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## **CARDIOLOGY - PEDIATRIC**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **CASE MANAGEMENT COORDINATION OF CARE DEPARTMENT**

The Case Management Coordination of Care Department provides services to members who experience complex health conditions or critical events that require the extensive use of resources and assistance navigating Florida Health Care Plans (FHCP) to facilitate the appropriate delivery of care and health coaching. Case Management Coordination of Care is considered a voluntary program and all eligible members have the right to participate or decline participation.

The aims of the Case Management Coordination of Care Program are to improve the health and quality of life of our members, identify and reduce socio-economic barriers, reduce inappropriate utilization of emergency department visits, reduce hospitalizations and re-admissions, and partner with providers to promote treatment plan compliance. The Community Resource Services does not substitute services for urgent evaluation or placement.

**Florida Health Care Plans' Chronic Complex Care program** assists members with complex health conditions that would benefit from additional support by a Registered Nurse Care Coordinator. The Registered Nurse Care Coordinator provides advocacy and education to help members navigate through the healthcare continuum, access appropriate care, and gain empowerment through self-management of lifestyle practices that can reduce disease progression and complications. The Chronic Complex Care program includes Transplant Case Management from pre-transplantation to one year post transplant and as needed.

**Florida Health Care Plans' remote patient management program, Interactive Health at Home**, allows their clinical team to monitor the member's daily vitals and when followed by Complex Care, notify the Registered Nurse Care Coordinator when there is a change that requires attention. Through the use of daily health sessions, the Remote Monitoring program helps to create positive behavior change and self-management skills. By providing monthly reports, providers gain key insights on the health habits of our members, receiving only timely, accurate, and actionable data. Use of this program promotes improved clinical efficiencies, reduced hospitalizations, and improved outcomes for members with chronic conditions. The peripheral offered are scale, blood pressure cuff, pulse oximetry, manual entry of FHCP glucose monitor.

**Florida Health Care Plans' In-Home Providers- Home Docs for Volusia, Flagler, and Seminole Marketplace and Doctors at Home for Seminole and Brevard Marketplace** are offered through the Case Management Coordination of Care Department. The service helps to supplement primary care services in the home. The initial visit for transition of care occurs within three business days and primary care services within seven business days. The goals of the In-Home Providers are to improve access to healthcare for homebound members to reduce the risk of disease progression; reduce risk of fragmented care; early interventions to reduce the need of the emergency department, hospitalization, and urgent care through management by primary care services; and facilitate transitional care for members discharged from the hospital to home with limited support to ensure compliance with follow up care, medication management, and reduce complications for the purpose to enhance quality of care.

Criteria for enrollment in case management may include members with new diagnoses, acute or uncontrolled chronic diseases and referrals through proactive data screening or referral of a member who requires any of the following:

[Additional Case Management information on the following page](#)

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## **CASE MANAGEMENT COORDINATION OF CARE DEPARTMENT (continued)**

- Healthcare related advocacy across the continuum
- Member education
- Assistance with monitoring and treatment
- Assistance with obtaining needed community resources
- Assistance with health conditions compromised by psycho-social or behavioral health needs
- Any clinical situation requiring care coordination to enhance continuity of care and quality of life

**Florida Health Care Plans' Community Resource Services** works in partnership with members and providers/referral sources to address the socioeconomic needs of members to improve access to healthcare related services through utilization of agencies and community partners. The Community Resource Coordinators will complete individualized needs assessments and connect members with appropriate existing resources offered through agencies or within their community. The Community Resource Services does not substitute services for urgent evaluation or placement. The goal of the Community Resource Services is to assist members with significant socioeconomic strain to identify actual or potential barriers through needs assessments for the purpose to improve access to healthcare by providing available community resources, or agency related services, and provide navigation through the continuum:

- Facilitate the coordination of healthcare delivery through education of available resources that can reduce socioeconomic strain
- Assist with access of resources available within the community or agencies
- Provide education of community services or agencies that may or may not have fees associated
- Facilitates member access to existing financial resources, such as those public assistance programs available through the Social Security Administration or Department of Children and Families

### **There are various methods to submit a referral for the CM Coordination of Care or Community Resource services:**

- Telephone Contact: Toll free 855 / 205-7293 or 386 / 238-3284
- Referral form available through the Provider Handbook
- Fax: 386 / 238-3271
- Website: [www.fhcp.com](http://www.fhcp.com)
- Email: [cmanagement@fhcp.com](mailto:cmanagement@fhcp.com)
- Internal: E.H.R. Task

*The Case Management Coordination of Care Department does not substitute for urgent evaluation or intervention by their healthcare providers; replace home health care or emergent services such Department of Children and Family, emergent placement to alternative living, skilled placement or staffing, or in home safety evaluations; nor direct home health care or skilled placement referrals to the Case Management Utilization Review Department.*

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## **CASE MANAGEMENT UTILIZATION REVIEW DEPARTMENT**

The FHCP Case Management Utilization Review Department is a multi-faceted case management program designed to monitor, evaluate, assist physicians, members, providers in the care of FHCP members that are in an acute hospital, Skilled Nursing Home, Home Health Care or Long term acute care facility.

**Office Coordinator** – Screens incoming calls and coordinates departmental needs

**Admissions Coordinator** – Manages authorizations for members admitted to hospitals

**Data Coordinator** – Assists both office and admission coordinators, maintains forms, correspondence and manage reporting data as well as authorization management for SNF and HHC

**Case Management Nurses** – RN's that review inpatient clinical information for appropriateness of admission and coordinates care upon discharge to ensure that member's needs are met, both locally and out of area. These functions involve physicians, facility Case Managers/Discharge planners, FHCP administration, FHCP Case Management team and other providers as needed.

**HHC Coordinator** – RN that reviews and monitors related clinical information as pertinent to Skilled HHC needs with providers as well as contacting members to assist with potential continued care needs. Assist Triage RN as needed.

**Skilled Nursing Facility (SNF) Coordinator** – RN's that coordinate's care and completes on site reviews during a members confinement to a SNF. They work closely with the SNF physicians, facility nursing, therapy, discharge planning staff.

**Discharge Coordinators** - RN's and clerical staff that contact members post discharge from acute hospital for evaluation. This call includes discharge needs in place, appointments in place, medication reconciliation; members are also screened for placement into the short term complex care or referred to the Complex Care Program.

To access the FHCP Case Management Department, please call 386 - 676-7187 or fax 386 - 615-4058

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## **CHIROPRACTIC**

<b>EFN-</b> Thomas Lahmann, D.C. #061411 All Ages	Julington Creek Chiropractic & Wellness 485 State Road 13, Ste. 3, St. Augustine, FL 32080	904 / 230-0080 Fax: 904 / 230-1040
<b>EFN-</b> Patrick Reed, D.C. #010969 All Ages	Patrick Reed, D.C., P.A. 4601 East Highway 100, Suite G4, Bunnell, FL 32110	386 / 437-9990 Fax: Same as phone
<b>EFN-</b> Scott Fechter, D.C. #070095 <b>EFN-</b> Juliana Farrell, D.C. #070099  All Ages	Pain Relief Centre 165 Southpark Blvd., Ste. C, St. Augustine, FL 32086  700 Reid St., Palatka, FL 32177	904 / 823-8833 Fax: 904 / 823-9394 386 / 328-4043 Fax: 904 / 823-9394

**INSTRUCTIONS:** Member can self-refer to this specialty and will be able to call and schedule an appointment without an order from a physician.

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## COLOGUARD TESTING

The Physician's office will need to complete the Cologuard Requisition Form available at [www.cologuardtest.com](http://www.cologuardtest.com). Complete the form and fax the completed form to the number noted on the bottom of the form. Patient Insurance/Billing Information must be completed for FHCP to pay for the test. The easiest option would be to copy the patient's FHCP card and attach it to the requisition.

- Cologuard is for individuals 50 years or older, and at average risk.
- Cologuard looks for blood and DNA associated with colon cancer and precancerous growth found in a person's stool sample.

Once ordered by your office, a Cologuard box is delivered to the patient's home via UPS. Patients collect their sample on their own time and use a prepaid return shipping label to send the specimen to Exact Sciences Laboratories in Madison, Wis. for processing. Test results are sent directly to your office within a few weeks. **Please fax a copy of the test results to FHCP at 386 / 481-5009.** Exact Sciences also conducts follow up calls to drive high patient compliance. You can learn more about Cologuard at [www.cologuardtest.com/hcp](http://www.cologuardtest.com/hcp).

- Cologuard is not a replacement for diagnostic or surveillance colonoscopy in high-risk individuals.

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## COLONOSCOPY / SCREENING

<p><b>FCH-</b> William Foody, M.D. #061115  <b>FCH-</b> Willemijntje Hoogerwerf, M.D. #10AL43  <b>FCH-</b> Benoit Pineau, M.D. #131068  Patients 18 years and older</p>	<p>Borland- Groover Clinic  100 Whetstone Pl. Ste. 105, St. Augustine, FL 32086</p>	<p>904 / 829-9557  Fax: 904 / 829-9125</p>
<p><b>FCH-</b> Anis Ahmadi, MD #05155  <b>FCH-</b> William Barlow, MD #047675  <b>FCH-</b> Timothy Cavacini, DO #108542  <b>FCH-</b> Daniel Gassert, M.D. #10T871  <b>FCH-</b> Camille McGaw, M.D. #051554  <b>FCH-</b> Santiago Rosado, M.D. #137855  <b>FCH-</b> Stuart Soroka, M.D. #116113  <b>FCH-</b> Steven Villanueva, M.D. #061064  Patients 18 years and older</p>	<p>Gastroenterolgy Associates of St. Augustine  216 Southpark Cir., East, St. Augustine, FL 32086   199 S Highway 17, Ste. C, Palatka, FL 32177   52 Tuscan Way, Ste. 203, St. Augustine, FL 32092   50 Cypress Point Pkwy., Condo C1, Palm Coast, FL 32164</p> <p style="text-align: right;">All Offices</p>	<p>904 / 824-6108   386 / 326-4060   904 / 824-6108   386 / 986-3400   Fax: 904 / 823-9613</p>
<p><b>EFN-</b> Lakhinder Bhatia, M.D. #060852  <b>EFN-</b> Beatrice Bratu, M.D. #005470  <b>EFN-</b> Harsh Duphare, M.D. #061640  <b>EFN-</b> Ammar Hemaïdan, M.D. #000104  <b>EFN-</b> Saud El-Sayed Suleiman, M.D. #001166  <b>EFN-</b> Hassan Zulfiqar, M.D. #009959  Patients 18 years and older</p>	<p>Advanced GI  315 Palm Coast Pkwy., Palm Coast, FL 32137</p> <p>All appointment scheduling will be through the Port Orange office</p> <p><b>MEDICAL RECORDS FAX – 386 / 481-5009</b></p>	<p>386 / 763-4920  Fax: 386 / 763-4939</p>

**INSTRUCTIONS:** Member can self-refer to this specialty and will be able to call and schedule an appointment without an order from a physician.

Cologuard Testing instructions is listed under Cologuard Testing.

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## **CONTRACEPTION**

A list of FHCP covered oral contraceptives can be found on the FHCP website at <http://www.fhcp.com/members/formulary>. Please check the correct formulary according to member's benefit type.

All other types of contraception benefits can be verified with the FHCP Provider Benefit & Eligibility Department at 844 / 615-4024 or 386 / 615-4024.

## **CT SCANS**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

See specific instructions in other sections for: Ultrasounds, X-Rays, Mammograms, Event Monitors, Holtor Monitors, EMG's, EKG's, ABG's, PFT's and Echocardiograms.

Additional CT information on the following page.

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## **CT SCANS (continued)**

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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## **DENTAL SERVICES**

<b>EFN- Stephanie Kinsey, D.D.S. #079715</b> Eligible Non-Medicare Plan Members Only Patients 18 years and older	Palencia Dental 159 Palencia Village Dr., Ste. 107, St. Augustine, FL 32095	904 / 826-4343 Fax: 904 / 826-4335
<b>Mark L. Johnson, D.D.S. #109458</b> Medicare Plan Members Only	215 S 3 <sup>rd</sup> Street, Flagler Beach, FL 32136	386 / 439-9688 Fax: 386 / 439-1915

**INSTRUCTIONS:** Members can schedule appointments with Florida Dental Associates and/or FHCP's Dental Department after being assigned to a dentist through Member Services Department in the Holly Hill facility at 386 / 615-4022. FHCP coverage of dental examinations, cleaning and x-ray services are in accordance with the member's FHCP benefits. Dental services are available to our members on a discounted fee-for-service basis through FHCP Dental Providers.

Additional Dental Services information on the following page.

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## **DENTAL SERVICES (CONTINUED)**

**INSTRUCTIONS:** Members can schedule appointments with Florida Dental Associates and/or FHCP's Dental Department after being assigned to a dentist through Member Services Department in the Holly Hill facility at 386 / 615-4022. FHCP coverage of dental examinations, cleaning and x-ray services are in accordance with the member's FHCP benefits. Dental services are available to our members on a discounted fee-for-service basis through FHCP Dental Providers.

**Urgent (not later than 72 hours) / accidental dental injury services** - Call FHCP's Dental Department in the Daytona Beach Facility at 386 / 238-3280 and describe the presenting problem. They will advise you if FHCP covers the problem and who you should call within FHCP's Provider Network to arrange for treatment of the member.

**TMJ services** - Please send the Completed FHCP Referral form along with the completed FHCP TMJ Screening Questionnaire via courier directly to **FHCP's Dental Dept.** in either the Daytona Beach or Orange City Facility for review and scheduling.

**Oral Sleep Apnea Appliances** - Please complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax to 855 / 442-8398, FHCP's Central Referrals at the Holly Hill facility. The Central Referral Department will review the request and notify you of their decision. If approved, FHCP will schedule the member's appointment and also confirm the appointment with the patient. **Patient must have a Sleep Apnea evaluation with Sleep Studies prior to submitting your request.**

## **DERMATOLOGY**

<b>FCH-</b> Joanna McGetrick, M.D. #077613 All Ages	Premier Dermatology of Florida, LLC 1201 Arapaho Ave., Ste. A, St. Augustine, FL 32084	904 / 460-2388 Fax: 904 / 460-2689
<b>FCH-</b> Bruce Paley, D.O. #112334 All Ages	Bruce Paley, P.A. 1851 Old Moultrie Rd., St. Augustine, FL 32084	904 / 824-8088 Fax: 904 / 826-4105
<b>FCH-</b> Christina Brennan, M.D. #039201 <b>FCH-</b> Laura Towne, M.D. #10F600 All Ages	North Florida Center for Otolaryngology 3 San Bartola Dr. St Augustine, FL 32086  1750 Tree Blvd. Ste., 1 St. Augustine, FL 32084  These offices provide Dermatology services	904 / 823-8823 Fax: 904 / 808-8587 904 / 824-4005 Fax: 904 / 824-4009
<b>EFN-</b> Mid-Florida Dermatology All Ages	3100 US Highway 1 South, Unit #4A St. Augustine, FL 32086.	407 / 299-7333 Toll Free – 888 / 318-3183 Fax: 407 / 293-2049  Help line for questions 407 / 581-4171
<b>EFN-</b> David J. Gross, M.D. #108716 Patients 18 years and older	1100 South Ponce De Leon Ste, 3-B, St. Augustine, FL 32086.	904 / 823-9992 Fax: 904 / 823-0991

**INSTRUCTIONS:** Member can self refer to this specialty and will be able to call and schedule an appointment without an order from a physician.

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FHCP Medicare can use FCH and EFN providers.



## DIABETES EDUCATION

<p><b>EFN-</b> Melissa Baumann MS, RD, CDE  <b>EFN-</b> Kathyann Carmona, R.N.  <b>EFN-</b> Cara Karner, MS, RD, LD, CDE  <b>EFN-</b> Catherine Robinson, MS, RD, LD, CDE</p>	<p>FHCP Center  Classes available at various locations or on an individual basis depending on the need.</p>	<p>386 / 676-7133 or  1 / 877 / 229-4518  Fax: 386 / 238-3228</p>
<p><b>EFN-</b> Phyllis Wolff, DNP, ARNP-C, CDE  #045340  Patients 14 years and older</p>	<p>309 Palm Coast Parkway, Palm Coast, FL 32137  Management of all diabetes: type 1, type 2, gestational, pregnancy in pre-existing diabetes, cystic fibrosis related diabetes, insulin pump and continuous glucose monitoring systems.  <b>MEDICAL RECORDS FAX – 386 / 481-5009</b></p>	<p>386 / 445-7073  Fax: 386 / 246-3859</p>

**INSTRUCTIONS:** Prior authorization from the FHCP Central Referrals is not needed. Send a Task through EHR or complete a referral for Diabetes Education or Nutritional Counseling (Form # 17-105/1/09RX Rev. 1/16) and fax to the Department. Appointments scheduled through the main office and will be set at a location most convenient for the member. The Department will advise you of their scheduling protocol. Members can self refer, but a referral is also encouraged, you may receive a task from one of our educators. Always document ICD-10 code for service requested.

Services provided include, but not limited to:

Diabetes Education 10 hours, Day evening and 1:1

All day Saturday Class

Carbohydrate Counting

Gestational Diabetes

Insulin Start

CSII Pump management and Continuous Glucose Management Systems (CGMS)

Medical Nutrition Therapy

Hyperlipidemia

Chronic Kidney Disease

Hyperlipidemia

Hypertension

Diabetes Prevention

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## **DIAGNOSTIC TESTING**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

See specific instructions in other sections for: Ultrasounds, X-Rays, Mammograms, Event Monitors, Holtor Monitors, EMG’s, EKG’s, ABG’s, PFT’s and Echocardiograms.

Additional Diagnostic Testing information on the following page.

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## **DIAGNOSTIC TESTING (continued)**

**The exceptions to the above are:**

- **Pill Cam**
- **Pet Scan**
- **Genetic Testing**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

**INSTRUCTIONS FOR EXCEPTIONS:** Complete the FHCP **Pet-Pet CT** Prior Authorization Form. Attach pertinent documentation to substantiate the request and forward by fax (386 / 238-3253) or courier, to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **DIALYSIS SERVICES**

<b>EFN-</b> Dialysis Care Center of Palm Coast Medicare members only	515 Palm Coast Parkway, SW, Palm Coast, FL 32137	386 / 447-4477 Fax : 386 / 447-4476
<b>EFN-</b> DVA Renal Healthcare, Inc. (Davita)	13 Kingswood Drive, Palm Coast, FL 32137  264 Southpark Circle, E. St. Augustine, FL 32086  1784 Blanding Blvd., Middleburg, FL 32068	386 / 445-4445 Fax: 386 / 445-3312 904 / 808-0445 Fax: 904 / 808-0446 800 / 424-6589 Fax: 904 / 282-9869

**INSTRUCTIONS:** The Nephrologists office should call the dialysis center directly to schedule an appointment. Pre-authorization from the Referral Department **is not needed** and you do not need to complete a FHCP Referral form.

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## **DISEASE MANAGEMENT PROGRAMS**

### **HEALTH, WELLNESS AND DISEASE MANAGEMENT PROGRAMS**

FHCP offers members a variety of health, wellness and disease management programs and services at little or no cost. Members are not limited by the number of programs they may participate in. For more information, go to [FHCP.com](http://FHCP.com) or call the number listed under each program, Monday through Friday from 8 a.m. to 5 p.m. Hearing impaired call TRS Relay 711.

***Asthma***  
This free program provides educational materials to assist members in managing asthma and following a doctor's treatment plans. Members can also visit any FHCP pharmacy to discuss their asthma medications with a pharmacist. For more information, please call the FHCP Quality Management Department at **386-676-7100, Ext. 7242**.

***Case Management - Coordination of Care***  
This is a free program offered to members who may benefit from assistance with coordinating their medical, psychosocial, and financial needs. Working with members and their physicians, Case Managers can provide the education and resources needed for members to better understand and comply with their plans of care. Other programs are available to meet your health care needs; these include remote patient monitoring, in-home medical management and community resources coordination. A Case Manager will help you determine which programs are right for you. The FHCP Case Management Department can be reached at **386-238-3284** or toll free at **1-855-205-7293**.

***Chronic Obstructive Pulmonary Disease (COPD)***  
This free program provides education to members to help them more effectively manage COPD. Members meeting certain criteria may participate in the Medication Action Plan (MAP) program. The MAP Program targets early intervention through medication management when symptoms are worsening. For more information, call the FHCP Quality Management Department at **386-676-7100, Ext. 7242**.

***Controlling High Blood Pressure (Hypertension)***  
This free program includes a tool kit that explains the health risks related to high blood pressure. It includes information on measuring blood pressure, the importance of routinely taking medications, diet tips, exercise, and other selfmanagement tools. Included is a coupon for a discount on a home blood pressure monitor. For more information, please call the FHCP Quality Management Department at **386-676-7100, Ext. 7242**. FHCP also offers a two-hour hypertension self-management class taught by Registered Dietitians. This free class focuses on the DASH (Dietary Approaches to Stop Hypertension) diet and low sodium education. For more information or to register, call the FHCP Diabetes/Health Education Department at **386-226-4518** or toll free at **1-877-229-4518**.

[Additional Disease Management information on the following page](#)

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## **DISEASE MANAGEMENT PROGRAMS (continued)**

### ***Depression***

This free program is for members ages 18 and older who have recently been prescribed an antidepressant medication. Educational materials covering the basics of self-management include a discussion of depression, the importance of taking prescribed medications and methods of coping. Members will also receive information on how to contact a behavioral health provider. For more information, call the FHCP Quality Management Department at **386-676-7100, Ext. 7242**

### ***Diabetes***

This free program provides educational materials to assist members with management of their diabetes. For more information, contact the FHCP Diabetes/Health Education Department at **386-226-4518** or **1-877-229-4518**.

### ***Diabetes Education Program***

Recognized by the American Diabetes Association (ADA), and conducted by FHCP registered nurses and registered dietitians/Certified Diabetes Educators (CDEs), this free 10-hour diabetes education program covers: diabetes overview, complications, signs and symptoms of high and low blood sugar, lifestyle modifications, medications, nutrition, monitoring guidelines (HgbA1C, blood glucose meters, blood pressure, weight), and foot, skin, and dental care. In addition, CDEs are also available for individual appointments. For more information, contact the FHCP Diabetes/Health Education Department at **386-226-4518** or **1-877-229-4518**.

### ***Nutrition Game Plan for Diabetes***

This two-hour session is recommended for members who have completed the 10-hour Diabetes Education Program. The class reinforces disease specific nutrition education and answers questions regarding diabetes. For more information, call the FHCP Diabetes/Health Education Department at **386-226-4518** or **1-877-229-4518**.

### ***Diabetes Prevention Program***

This free, two-hour class is designed to help members identify risk factors for developing diabetes. It includes information about nutrition, exercise, and behavioral strategies for prevention. A more intense diabetes prevention program also is available. For more information, call the FHCP Diabetes/Health Education Department at **386-226-4518** or **1-877-229-4518**.

### ***Heart Disease***

Members with elevated cholesterol levels who are at risk for heart disease will receive educational materials including self-management information, tips for controlling cholesterol levels and reducing risk factors. For more information, call the FHCP Quality Management Department at **386-676-7100, Ext. 7242**. [Additional Disease Management information on the following page](#)

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## **DISEASE MANAGEMENT PROGRAMS (continued)**

### ***Heart Failure***

This free program is for members with a history of heart failure. Members receive materials including self-management tools and education aimed at decreasing emergency room and hospital admissions. For more information, please call the FHCP Quality Management Department at **386-676-7100, Ext. 7242**.

### ***Healthy Heart Nutrition Program***

This free class helps members identify risk factors for heart disease and offers tips for improving lifestyle to reduce those risks. For more information, call the FHCP Diabetes/Health Education Department at **386-226-4518** or **1-877-229-4518**.

### ***Smoking Cessation***

Tobacco Free Florida (TFF) is a free, statewide smoking cessation and prevention campaign. The program is managed by the Florida Department of Health through the Bureau of Tobacco Prevention. Smokers and smokeless tobacco users interested in assistance with quitting are encouraged to call the Florida Quitline at **1-877-U-CAN-NOW** (877-822-6669) to speak with a Quit Coach®. To access TFF's additional quit smoking resources, visit the Tobacco Free Florida website at [tobaccofreeflorida.com](http://tobaccofreeflorida.com).

**DURABLE MEDICAL EQUIPMENT**

<b>FCH- Apria Healthcare, Inc.</b> <b>Mattress Gel Overlays</b> <b>Alternating Pressure Pumps and Pads</b> <b>Mattress Replacement Systems</b> <b>Specialty wheelchair cushions that require special measurements and fitting</b>	1731 Dobbs Rd., Ste. 9, St. Augustine, FL 32084	904 / 824-6600 Fax: 1-888-492-0010
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**Please follow the below Referral Instructions for Mattress Gel Overlays, Alternating Pressure Pumps & Pads, Mattresses and Specialty Wheelchair Cushions.**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

[Additional DME information on the following page](#)

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**DURABLE MEDICAL EQUIPMENT (continued)**

<b>FOR ALL OTHER MEDICAL EQUIPMENT NOT LISTED PREVIOUSLY</b>		
<p><b>FCH – Ward Medical #065892</b>  <b>(Items such as)</b>  <b>Wheelchairs</b>  <b>Walkers/Canes</b>  <b>Nebulizers</b>  <b>CPAP machines and supplies</b>  <b>**Please send the provider order along with pertinent clinical documentation to Ward Medical**</b></p>	<p>2435 US Hwy. 1 S., St Augustine, FL 32086</p>	<p>904 / 794-9600                      Fax: 904 / 794-9601</p>
<p><b>FCH - Apria Healthcare, Inc.</b>  <b>(Items such as)</b>  <b>Wheelchairs</b>  <b>Walkers/Canes</b>  <b>Mastectomy Bras</b>  <b>Nebulizers</b>  <b>CPAP machines and supplies</b>  <b>**Please send the provider order along with pertinent clinical documentation to Apria**</b></p>	<p>1731 Dobbs Rd., St. Augustine, FL 32084</p>	<p>904 / 824-6600                      Fax: 1-888-492-0010</p>

The patient (regardless of group type) must meet **STRINGENT** evidence based medical criteria guidelines for the specific equipment/supplies requested. The requesting provider’s office should call this office directly to order covered equipment and supplies. You must then forward or fax your supporting documentation directly to Provider for the order to be filled.

[Additional DME information on the following page](#)

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## **DURABLE MEDICAL EQUIPMENT (continued)**

**OXYGEN ORDERS** - To request oxygen for a FHCP member, please supply one of the following: an arterial blood gas study performed within 30 days of the order, if not conducted prior to a hospital discharge, an arterial oxygen saturation, 6 minute walk results, or O2 saturation on Room air must be below 88. If the O2 order is only for night, an overnight oximetry is all that will be required. The order must indicate the liter flow and indicate frequency (i.e. at night only, 24 hours per day).

If patient does not meet evidence based medical criteria guidelines, Apria Healthcare will refer the case to the FHCP Referral Department for review.

**ALL DME REFERRALS MUST INCLUDE A PHYSICIAN SIGNATURE AND A LENGTH OF NEED.**

**NEBULIZERS DO NOT REQUIRE A LENGTH OF NEED.**

**The exceptions to the above are:**

- Vacuum assisted closure devices
- Bone growth stimulators
- Neuro muscular stimulators
- Splinting Systems
- Zoll Life Vests

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

<b>EFN - Apria Healthcare, Inc.</b>	1731 Dobbs Rd., St. Augustine, FL 32084	904 / 824-6600 Fax: 1-888-492-0010
<b>Power Operated Vehicles Electric Wheelchairs</b>		

The patient (regardless of group type) must meet **STRINGENT** evidence based medical criteria guidelines for the specific equipment/supplies requested. The requesting provider's office should call this office directly to order covered equipment and supplies. You must then forward or fax your supporting documentation directly to Apria Healthcare for the order to be filled.

[Additional DME information on the following page](#)

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## **DURABLE MEDICAL EQUIPMENT (continued)**

**POV'S / ELECTRIC WHEELCHAIR ORDERS** - FHCP follows evidence based medical criteria guidelines for the eligibility of Power Operated Vehicles (POV's) and Electric Wheelchairs for all members (Medicare and Non-Medicare). Therefore, prior to submitting a referral to Apria Healthcare, the member **must have had** a Physical Therapy Evaluation specific to the need for and use of the equipment.

Please choose a provider in the Outpatient Rehabilitation section of this document to evaluate the patient for the appropriateness of the specified equipment. They will do an objective assessment of the patient's functional ability. This evaluation must be submitted to Apria along with the referral request for the POV or Electric Wheelchair.

Outpatient Rehabilitation Instructions and Locations can be found in this directory.

If patient does not meet evidence based medical criteria guidelines, Apria Healthcare will refer the case to the FHCP Referral Department for review.

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## **EAR, NOSE AND THROAT (ENT)**

<b>EFN-</b> Perrin Clark, M.D. #054814 <b>EFN-</b> Anthony Tucker, M.D. #044370 Infant and older	Coastal Ear, Nose, & Throat, P.A. 3 Pine Cone Dr., Ste. 106, Palm Coast, FL 32137	386 / 597-5839 Fax: 386 / 597-5844
<b>EFN-</b> Deirdre Leake, M.D. #132493 <b>EFN-</b> Arthur Cortland Taliaferro, M.D. #110312 <b>EFN-</b> Robert Sean Miller, M.D. #141120 Patients age 14 years and older	North Florida Center for Otolaryngology 3 San Bartola Dr. St Augustine, FL 32086  1750 Tree Blvd, Ste., 1 St. Augustine, FL 32084	904 / 823-8823 Fax: 904 / 808-8587 904 / 824-4005 Fax: 904 / 824-4009
<b>EFN-</b> Kalpana DePasquale, D.O. #10J871 Patients 8 years and older	St. Augustine Ear, Nose & Throat, LLC 1301 Plantation Island Dr., Ste. 401 St. Augustine, FL 32080	904 / 461-6060 Fax: 904 / 461-6622
<b>EFN-</b> Bruce Witten, M.D. #003670 Patients newborn and older	Bruce R. Witten, M.D., P.A. 301 Healthpark Blvd. Ste., 323 St. Augustine, FL 32086	904 / 829-6441 Fax: 904 / 829-2452

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist ENT Specialists	800 Prudential Drive, Jacksonville, FL 32207	904 / 396-8060
	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 202-6410
	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 202-6390
	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 775-5957

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

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## ECHOCARDIOGRAMS

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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## **EEG TESTING**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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## **EEG TESTING – VIDEO**

<b>EFN-</b> Comprehensive Sleep Disorder Center #10J125 (N)	851 Douglas Avenue, Suite 101, Altamonte Springs, FL 32714	407 / 834-1023 Fax: 888 / 251-3580
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**Services for 24-72 ambulatory EEG video monitoring shall be rendered in the Physician’s office or the Member’s place of residence.**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

## **EEG TESTING – MOBILE SERVICES**

<b>EFN-</b> Coastal Diagnostic Group, LLC #037343 EEG recording and interpretation	927 Beville Road, Suite 106, South Daytona, FL 32119	386 / 672-3340 Fax: 386 / 672-3341
<b>EFN-</b> RSC Diagnostic Services #053489 Routine Ambulatory Video	RSC Diagnostic Services 331 Melrose Dr., Ste. 145, Richardson, Tx 75080	877 / 333-2575 Fax: 800 / 840-8626

**Services shall be rendered in the Member’s place of residence.**

**INSTRUCTIONS:** FHCP Prior Authorization Requests are now submitted electronically through the FHCP Provider Portal. Log into the Provider Portal. Under the **Office Management** tab click the **Referrals/Authorizations** link. Click on the **New Request** drop down and select the type **Specialist**. Complete the form and remember all fields with a red asterisk are required and you **MUST** upload clinical documentation. The Servicing Provider section only gives the option to select a “Specialty”. This is to ensure the maximum FHCP benefit for your patient.

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## **EMERGENCY FACILITIES**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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### **Emergency Department Admissions or 23 hour Observation Cases:**

Identify the member's assigned FHCP PCP and contact that PCP to discuss the case. After 5:00 pm or on weekends or holidays, contact FHCP's After Hours Call office at 386 / 226-4542 or Fax 386 / 258-4858.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.

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FHCP Medicare can use FCH and EFN providers.



## EMG TESTING

### NEUROLOGISTS CAN PERFORM EMG TESTING IN THEIR OFFICES FOR THEIR FHCP MEMBERS

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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**H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

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## ENDOCRINOLOGY

<b>FCH-</b> Wadud Khurram, M.D. #036483 <b>FCH-</b> Anil Shrestha, M.D. #053578 <b>FCH-</b> HebertoValdes, M.D. #067431 Patinets 18 years and older	Northeast Florida Endocrine & Diabetes Assocs. 600 Plantation Island Dr., Ste. 1, St. Augustine, FL 32080	904 / 384-2240 Fax: 904 / 461-0823
<b>EFN-</b> Kent J. Lyon, M.D. #046548 Patients 18 years of age and older	FHCP Center 309 Palm Coast Parkway, Palm Coast, FL 32137 <b>MEDICAL RECORDS FAX – 386 / 481-5009</b>	386 / 445-7073 Fax: 386 / 246-3859

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist Endocrinology Providers	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 880-9696
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## ENDOCRINOLOGY/DIABETES EDUCATION

Phyllis Wolff, DNP, ARNP-C, CDE #045340 Patients 14 years and older	FHCP Center 309 Palm Coast Parkway, Palm Coast, FL 32137 Management of all diabetes: type 1, type 2, gestational, pregnancy in pre-existing diabetes, cystic fibrosis related diabetes, insulin pump and continuous glucose monitoring systems.  <b>MEDICAL RECORDS FAX – 386 / 481-5009</b>	386 / 676-7133 Fax: 386 / 246-3859
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## **EVENT MONITOR**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

### **Additional cardiac monitors can be found under Cardiac Monitoring in this document**

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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FHCP Medicare can use FCH and EFN providers.

## **EXTENDED HOURS CARE CENTERS**

<b>EFN- MediQuick – Office Park Dr.</b>	6 Office Park Dr., Palm Coast, FL 32137 Mon-Fri: 8:00 AM – 8:00 PM Sat: 8:00 AM – 6:00 PM Sun & Holidays: 10:00 AM – 5:00 PM	386 / 447-6615
<b>EFN- MediQuick – Pinnacles Dr.</b>	140 Pinnacles Dr., Palm Coast, FL 32164 Mon-Fri: 8:00 AM – 8:00 PM Sat: 8:00 AM – 6:00 PM Sun & Holidays: 10:00 AM – 5:00 PM	386 / 597-2829

FHCP Extended Hours Care Centers offer same day appointments. Call Central Scheduling at 386 / 676-7198 to schedule an appointment.

## **FOR ADDITIONAL AFTER HOURS SERVICES SEE URGENT CARE SERVICES**

## **PROVIDERS OR FACILITIES NOT LISTED IN FHCP DIRECTORIES**

This would include all providers and hospitals that are out of the FHCP network. It also includes supplemental providers not listed in FHCP Provider Directories.

Referrals to Providers who do not participate in FHCP's HMO Network or certain providers and facilities that supplement FHCP's Network require prior authorization by FHCP. Referral to a non-participating or supplemental provider may be considered for approval under the following circumstances:

1. A particular skill or service is not available from FHCP Network Providers
2. A Network Provider is not available or accessible within established availability time frames
3. The Network Provider is not geographically accessible to the member

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## GASTROENTEROLOGY

<p><b>FCH-</b> William Foody, M.D. #061115  <b>FCH-</b> Rafael Cortes, M.D. #055586  <b>FCH-</b> Willemijntje Hoogerwerf, M.D. #10AL43  <b>FCH-</b> Benoit Pineau, M.D. #131068  Patients 18 years and older</p>	<p>Borland-Groover Cloinic  100 Whetstone Pl. Ste. 105, St. Augustine, FL 32086</p>	<p>904 / 829-9557  Fax: 904 / 829-9125</p>
<p><b>FCH-</b> Anis Ahmadi, MD #05155  <b>FCH-</b> William Barlow, MD #047675  <b>FCH-</b> Timothy Cavacini, DO #108542  <b>FCH-</b> Daniel Gassert, M.D. #10T871  <b>FCH-</b> Camille McGaw, M.D. #051554  <b>FCH-</b> Santiago Rosado, M.D. #137855  <b>FCH-</b> Stuart Soroka, M.D. #116113  <b>FCH-</b> Steven Villanueva, M.D. #061064  Patients 18 years and older</p>	<p>Gastroenterolgy Associates of St. Augustine  216 Southpark Cir., East, St. Augustine, FL 32086</p> <p>199 S Highway 17, Ste. C, Palatka, FL 32177</p> <p>52 Tuscan Way, Ste. 203, St. Augustine, FL 32092</p> <p>50 Cypress Point Pkwy., Condo C1, Palm Coast, FL 32164</p> <p style="text-align: right;">All Offices</p>	<p>904 / 824-6108</p> <p>386 / 326-4060</p> <p>904 / 824-6108</p> <p>386 / 986-3400</p> <p>Fax: 904 / 823-9613</p>
<p><b>EFN-</b> Lakhinder Bhatia, M.D. #060852  <b>EFN-</b> Beatrice Bratu, M.D. #005470  <b>EFN-</b> Harsh Duphare, M.D. #061640  <b>EFN-</b> Ammar Hemaïdan, M.D. #000104  <b>EFN-</b> Saud El-Sayed Suleiman, M.D. #001166  <b>EFN-</b> Hassan Zulfiqar, M.D. #009959  Patients 18 years and older</p>	<p>Advanced GI  315 Palm Coast Pkwy., Palm Coast, FL 32137</p> <p>All appointment scheduling will be through the Port Orange office</p> <p><b>MEDICAL RECORDS FAX – 386 / 481-5009</b></p>	<p>386 / 763-4920  Fax: 386 / 763-4939</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

**Please send EKG if done within the past year.**

**\* For patients under 16 years of age, forward a FHCP Referral form, with the attached documentation, to Central Referrals in the Holly Hill Facility for approval and scheduling.**

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## **GENETIC TESTING**

All **Genetic Testing** for FHCP members **must have prior authorization** from FHCP's Central Referrals in Holly Hill. Please do not send a FHCP member directly to a lab.

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax (386 / 238-3253) or courier, to FHCP's Central Referrals in the Holly Hill facility. The Referral Department will review the request and notify you of their decision. If approved, FHCP will schedule the member's appointment and also confirm the appointment with the patient.

**The form needed for the above services is available at [www.fhcp.com](http://www.fhcp.com) – For Providers, under Referrals, Prior Authorizations and Orders.**

## **BRCA / LYNCH SYNDROME TESTING**

**INSTRUCTIONS:** Complete the FHCP BRCA/Lynch Syndrome Testing Authorization/Order Form

**The form needed for the above services is available at [fhcp.com](http://fhcp.com) – For Providers, under Referrals, Prior Authorizations and Orders.**

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## GLUCOMETERS

<b>FCH-</b> Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>FHC-</b> FHCP Pharmacy	200 Southpark Blvd., Ste. 206, St. Augustine, FL 32086 Monday – Friday 8:30 am – 6:00 pm Sat. 9:00 am – 1:00 pm	904 / 295- 3677 Fax : 904 / 295-3680
<b>FHC-</b> FHCP Pharmacy	145 City Place, Suite 100, Palm Coast, FL 32164 Monday – Friday 8:30 am – 6:00 pm Sat. 9:00 am – 1:00 pm	386 / 302-0977 Fax : 386 / 302-0978
<b>FHC-</b> FHCP Pharmacy	309 Palm Coast Parkway, Palm Coast, FL 32137 Monday – Friday 8:30 am – 6:00 pm Sat. 9:00 am – 1:00 pm	386 / 446-9447 Fax: 386 / 446-6983

## BLOOD GLUCOSE METER TRAINING

Meters (both new and replacement meters) are available for all FHCP members. Requests or issues should default to Health/Diabetes Education and they will assist member. Please call 386 / 676-7133 or 1 / 877-229-4518; Fax: 386 / 238-3228.

A member or his/her representative may pick up a meter if they already know how to use it. Meter training must be provided for all newly diagnosed members and American Diabetes Association (ADA) Recognized Diabetes Education Classes offered.

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## GYNECOLOGY AND WELL WOMAN'S ASSESSMENTS

<b>FCH-</b> Michael Akhiyat, M.D. #138646 Patients 18 years and older	Putnam Obstetrics and Gynecology 6061 St. Johns Ave., Ste. A, Palatka, FL 32177	386 / 325-0826 Fax: 386 / 325-6419
<b>FCH-</b> Reda Alami, M.D. #041325 Patients 18 years and older <b>FCH-</b> Robert Dupree Jr., M.D. #10W568 Patients 13 years and older <b>FCH-</b> Vijayselwyn Dhas, M.D. #043525 Patients 18 years and older	Women's Care Florida, LLC 101 Whitehall Dr., Ste., 108, St. Augustine, FL 32086  301 Health Park Blvd., Ste. 2198, St. Augustine, FL 32086	904 / 797-4440 Fax: 904 / 797-4997  904 / 819-9898 Fax: 904 / 819-9594
<b>FCH-</b> Elizabeth Arnett, CNM #061450 <b>FCH-</b> Barbara Dembek, CNM #046491 <b>FCH-</b> Kelly Jago, M.D. #040604 <b>FCH-</b> Laila Needham, M.D. #046621 <b>FCH-</b> Amy Loughlin, ARNP, CNM #061451 <b>FCH-</b> Elizabeth Meadows, CNM #061452 <b>FCH-</b> Eric Pulsfus, M.D. #110301 <b>FCH-</b> Michele Rogero, ARNP, CNM #061449 <b>FCH-</b> Thomas Searle, M.D. #060496 <b>FCH-</b> Susan Yarian, M.D. #105248 Patients 18 years and older	OB/GYN Associates of St. Augustine 300 Health Park Blvd., Ste. 3002, St. Augustine, FL 32086	904 / 819-1500 Fax: 904 / 810-1023
<b>FCH-</b> Sherri Maetozo, M.D. #121343 Patients 18 years and older	Sherri Lee Maetozo, M.D. P.A. 1301 Plantation Island Drive Ste., 103 St. Augustine, FL 32080	904 / 461-5330 Fax: 904 / 461-5334
<b>EFN-</b> Steven J. Brown, M.D. #000075 All ages	Palm Coast Women's Center 21 Hospital Drive, Suite 270, Palm Coast, FL 32164	386 / 437-5959 Fax: 386 / 437-5390

Additional Gynecology and Well Woman's information on the following page

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**GYNECOLOGY AND WELL WOMAN'S ASSESSMENTS (continued)**

<b>EFN-</b> Patricia Modad, M.D. #10T904 Patients 10 years and older	Palm Coast OB/GYN 50 Leanni Way, Suites A3 & A4, Palm Coast, FL 32137	386 / 447-6831 Fax: 386 / 447-6834
<b>EFN-</b> Charles Stein, M.D. #005416 All ages	Charles I. Stein, M.D. P.A. 21 Hospital Drive, Suite 260, Palm Coast, FL 32164	386 / 586-5344 Fax: 386 / 586-5356

**WELL WOMAN ASSESSMENT:** Routine Well Woman Assessments may be provided by either the GYN provider or the member's PCP. All female FHCP members 16 years of age and older may call directly and schedule themselves for an annual Well Woman Assessment with any of the Providers listed above. An order for this service is **not required**.

**GYN APPOINTMENTS: Member can self refer to this specialty and will be able to call and schedule an appointment without an order from a physician.**

<b>TFN-</b> Baptist OBGYN Physicians (Nassau)	463820 State Road 200, Ste. 103, Yulee, FL 32097	904 / 225-2770
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## **HAND THERAPY SERVICES**

<b>EFN- Brooks Rehab Center Flagler County Residents Only</b>	9 Pine Cone Trail, Suite 104B, Palm Coast, FL 32137	386 / 446-9716 Fax: 386 / 446-0046
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**Hand Therapy services must be ordered by a hand surgeon.**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will call or send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **HEARING / AUDIOLOGY SERVICES**

<b>EFN- First Coast Hearing Clinic Patients 7 years and older</b>	First Coast Hearing Clinic 50 Cypress Point Pkwy., Ste. B3, Palm Coast, FL 32164  1835 US Hwy. 1 S., Ste. 127, St. Augustine, FL 32084	386 / 447-7364 Fax: 386 / 447-8742 904 / 824-6007 Fax: 904 / 824-6104
<b>EFN-North Florida Center for Otolaryngology</b>	North Florida Center for Otolaryngology 3 San Bartola Dr., St. Augustine, FL 32086  1750 Tree Blvd. Ste.,1, St. Augustine, FL 32084	904 / 823-8823 Fax: 904 / 808-8587 904 / 824-4005 Fax: 904 / 824-4009

**INSTRUCTIONS:** Member can self refer to this specialty and will be able to call and schedule an appointment without an order from a physician. If a physician is requesting hearing testing for a FHCP member, the order can be placed on a prescription pad and given directly to the patient.

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## HIV

EFN- Mohammed Reza, M.D. #059549 EFN- Dana Barnes, M.D. #070079 Patients 18 years and older	CAN Community Health 4615 Philips Hwy, Jacksonville, FL 32207	904 / 646-3420 Fax: 904 / 646-3017
<b>EFN-</b> Daniel Warner, M.D. #008293 Patients 13 years and older	1100 Plantation Island Dr., Ste. 230, St. Augustine, FL 32080	904 / 687-1164 Fax: 941 / 441-5314

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **HOLTER MONITOR**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

**Additional cardiac monitors can be found under Cardiac Monitoring in this document**

## **HOME HEALTH CARE**

<b>FCH – Flagler Home Care, LLC</b>	301 Health Park Blvd., Ste. 327, St. Augustine, FL 32086	904 / 824-2501 Fax: 904 / 797-5774
<b>EFN- Precise Home Care, LLC</b>	8659 Baypine Rd., Bldg. 3, Ste.200, Jacksonville, FL 32256	904 / 448-8670 Fax: 904 / 448-8671
<b>EFN- Mederi Caretenders</b>	6719 Crill Ave., Palatka, FL 32177	386 / 325-3555 Fax: 386 / 325-3777

**INSTRUCTIONS:** The requesting provider may call the home health agency directly and make arrangements for necessary home health services.  
**When HHC obtains referral they call FHCP Case Management Dept. for authorization – 386 / 676-7187**

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## **HOME HEALTH CARE - PEDIATRIC**

<b>EFN- PSA Healthcare #00S824</b> Patients ages newborn to 21 years old	86 Baypine Rd. Bldg. 3, Ste. 102, Jacksonville, FL 32256	904 / 730-2200 Fax: 904 / 730-0630
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **HOME INFUSION PHARMACIES**

<b>EFN- Ambient Healthcare of NE Florida</b>	9655 Florida Mining Blvd., West, Suite 411, Jacksonville, FL 32257	904 / 652-1990
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**INSTRUCTIONS: All Home Infusion Services must have PRIOR AUTHORIZATION from FHCP.**

**Contact FHCP Case Management Department at 386 / 676-7187. Toll Free Number 1 / 866 / 676-7187**

**After Hours and Holidays – Call the FHCP Call Center at 386 / 226-4542**

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## **HOSPICE**

<b>FCH- Community Hospice of Northeast Florida #062604</b>	Community Hospice of Northeast Florida	904 / 268-5200 Fax: 904 / 407-6006
<b>FCH- Acosta Rua Center</b>	5450 Ramona Boulevard, Jacksonville, FL 32205	
<b>FCH- Hadlow Center</b>	4266 Sunbeam Road, Jacksonville, FL 32257	
<b>FCH- Morris Center</b>	580 West 8 <sup>th</sup> Street, Jacksonville, FL 32209	
<b>FCH- McGraw Center</b>	4715 Worrall Way, Jacksonville, FL 32224	
<b>FCH- St. Vincent's Riverside Center</b>	1 Shircliff Way, Jacksonville, FL 32204	
<b>FCH- St. Vincent's Southside Center</b>	4201 Belfort Road, Jacksonville, FL 32216	
<b>FCH- Bailey Center</b>	200 Health Park Boulevard, St. Augustine, FL 32086	
<b>FCH- Flagler Health+</b>	400 Health Park Boulevard, St. Augustine, FL 32086	
<b>FCH- Warner Center</b>	1348 South 18 <sup>th</sup> Street, Medical Office Building B, Fernandina Beach, FL 32034	

The above listings are to be used for FHCP Non-Medicare members. **Non-Medicare members require prior authorization.**

Contact FHCP Case Management Utilization Review Department at 386 / 676-7187 Option 1, Ext. 7525#.

**INSTRUCTIONS FOR MEDICARE PATIENTS:** The requesting provider, member or other concerned party may call hospice directly and request a hospice evaluation. The FHCP Medicare members can be referred to any Medicare certified hospice of their choice. Office locations can be called for information and evaluations.

**It is imperative that FHCP Case Management Utilization Review be notified of all Hospice admissions (Medicare and Commercial). Please call 386 / 676-7187, Option 1, Ext. 7525# to report patient information.**

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## **HOSPITAL ADMISSIONS**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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### **INSTRUCTIONS: Direct Admissions:**

Providers with admitting privileges should contact FHCP's Admission Coordinator at 386 / 676-7187, Monday – Friday, 8am – 5pm for pre-admission evaluations/verification on direct admissions from the provider's office. After 5:00 pm, on weekends or holidays, please call FHCP's After Hours Call office at 386 / 226-4542 or Fax 386 / 258-4858.

**If admitting physician does not have admission privileges at facility, the requesting physician needs to contact FHCP contracted hospitalist group assigned to that facility for coverage.**

### **Emergency Department Admissions or 23 hour Observation Cases:**

Identify the member's assigned FHCP PCP and contact that PCP to discuss the case. After 5:00 pm or on weekends or holidays, contact FHCP's After Hours Call office at 386 / 226-4542 or Fax 386 / 258-4858.

FHCP contracts with the above hospitals for inpatient, outpatient and twenty-four (24) hour emergency services: however, Pediatric admissions are only available at Halifax Health – Daytona Beach.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

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**ACUTE INPATIENT REHABILITATION FACILITIES**

<b>EFN</b> -Halifax Health and Brooks Center for Inpatient Rehabilitation	303 N. Clyde Morris Blvd., Floors 8 & 9, Daytona Beach, FL 32114	386 / 254-4000 Fax: 386 / 425-5801
<b>EFN</b> -Central Florida Regional Hospital	1401 West Seminole Blvd., Sanford, FL 32771	407 / 321-4500, Ext. 35315 Fax: 407 / 302-7352
<b>EFN</b> -Orlando Health & Rehabilitation Center	830 W. 29 <sup>th</sup> . Street, Orlando, FL 32805	407 / 843-3230 Fax: 407 / 649-7594 ATTN: Rehab Center

**INSTRUCTIONS: All admissions for acute inpatient rehabilitation facilities must have PRIOR AUTHORIZATION from FHCP.**

**Contact FHCP Case Management Department at 386 / 676-7187. Toll Free Number 1 / 866 / 676-7187**

**After Hours and Holidays – Call the FHCP Call Center at 386 / 226-4542**

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## LTACH ADMISSIONS – LONG TERM ACUTE CARE HOSPITALS

<b>EFN-</b> Kindred Hospital Melbourne #045272 All ages	765 W. Nasa Blvd., Melbourne, FL 32901	321 / 733-5725 Fax: 321 / 733-5799
<b>EFN-</b> Kindred Hospital North Florida #00YP41 All ages	801 Oak Ave., Green Cove Springs, FL 32043	904 / 284-9230 Fax: 904 / 284-6612
<b>EFN-</b> Kindred Hospital Ocala #00Y729 All ages	1500 SW 1 <sup>st</sup> . Ave., Ocala, FL 34474	352 / 369-0513
<b>EFN-</b> Select Specialty Hospital – Daytona Beach #049209 18 years and older	301 Memorial Medical Pkwy., 11th. Floor, Daytona Beach, FL 32117	386 / 231-3436 Fax: 386 / 231-5210
<b>EFN-</b> Select Specialty Hospital – North Campus #135829 18 years and older	2250 Bedford Rd., Orlando, FL 32803	407 / 303-7869 Fax: 407 / 303-7739
<b>EFN-</b> Select Specialty Hospital – South Campus #135829 18 years and older	5579 S. Orange Ave., Edgewood, FL 32809	407 / 241-4800 Fax: 407 / 241-4838

**INSTRUCTIONS: All admissions for long term acute care hospitals must have PRIOR AUTHORIZATION from FHCP.**

**Contact FHCP Case Management Department at 386 / 676-7187. Toll Free Number 1 / 866 / 676-7187  
After Hours and Holidays – Call the FHCP Call Center at 386 / 226-4542**

### HOSPITALIST

<b>FCH-</b> First City Hospitalists Group PLLC	400 Health Park Blvd., Ste. 300, St. Augustine, FL 32086	904 / 819-4082 Fax: 904 / 819-5056
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Physicians provide medical care to FHCP members and to non-FHCP patients of FHCP PCP's who choose not to perform inpatient services.

**INSTRUCTIONS: If admitting physician does not have admitting privileges at a facility, please contact the appropriate hospitalist group to facilitate coverage for the patient.**

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## **HYPERBARIC OXYGEN THERAPY (HBO)**

Please refer to the “Wound Care” section for instructions on ordering this service.

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### **INFECTIOUS DISEASES**

<b>FCH-</b> Vivek Manikal, M.D. #110280 Newborn to 18 years old	Infectious Diseases Assoc. of North Florida 101 Whitehall Dr., Ste. 104, St. Augustine, FL 32086	904 / 819-9925 Fax: 904 / 819-9926
<b>EFN-</b> Pablo Pella, M.D. #060719 Patients 18 years and older	Comprehensive Care Center, Inc. 6817 Southpoint Pkwy., Ste. 801, Jacksonville, FL 32216	904 / 646-3420 Fax: 904 / 646-3017
<b>EFN-</b> Daniel Warner, M.D. #008293 Patients 13 years and older	1100 Plantation Island Dr., Ste. 230, St. Augustine, FL 32080	904 / 687-1164 Fax: <b>941 / 441-5314</b>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist Infectious Disease Providers	820 Prudential Drive, Jacksonville, FL 32207	904 / 396-4886 Fax: 904 / 398-0496
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

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## **INFECTIOUS DISEASES - PEDIATRICS**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **INFUSION CLINICS**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-5091
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**INSTRUCTIONS:** The requesting provider may call the above facility for information and instructions. Patient must have a written order from the physician.

### **SCHEDULING BY APPOINTMENT ONLY**

**The Infusion Therapy Physician Order form needed for the above services is available at [www.fhcp.com](http://www.fhcp.com)–Providers, under Forms**

**All orders must have Patient Demographics and a recent History & Physical along with the required Physician Order.**

**The Infusion Therapy Physician Order form needed for the above services is available at [www.fhcp.com](http://www.fhcp.com)–Providers, under Forms**

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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## **INFUSION SERVICES (INFUSION PUMPS FOR CHEMOTHERAPY)**

<b>EFN-</b> InfuSystem, Inc. Walter Schytte-Representative	31700 Research Park Dr., Madison Heights, MI 48071	407 / 488-3491 Fax : 800 / 455-4338
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InfuSystem will supply ambulatory infusion pumps and supplies related to chemotherapy/oncology patients.

Prior authorization from the FHCP Central Referrals is not needed. The Oncology office should contact the local representative, Walter Schytte at 407 / 488-3491 to order the supplies for the FHCP member.

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## **INSULIN PUMPS**

It is the policy of Florida Health Care Plans to follow Centers for Medicare and Medicaid and Milliman Care Guidelines for approval of an Insulin Pump for Florida health Care Plans members.

### **PROCEDURE**

All orders for the Insulin Pump will be processed through the Central Referrals Department. Attach the following documentation and laboratory values to the Referral.

#### **Criteria A:**

- Diagnosis of Diabetes Mellitus Type 1 that is obvious or that is documented by a fasting C-peptide level that is less than or equal to 110 percent of the lower limit of normal of the laboratory's measurement method, or positive GAD or insulin auto-antibodies; or
- Diagnosis of Diabetes Mellitus Type 2 manifested by wide fluctuations in blood sugars, or severe insulin resistance with inadequate glycemic control (i.e. HgbA1C > 7.0% despite multiple insulin injections with > 50 units per day + or – oral agents); and
- Completion of a comprehensive Diabetes Education Program (10 hour ADA Recognized Self Management Class or equivalent) within the past three years, to include carbohydrate counting by RD CDE. Once Diabetes Education and Carbohydrate counting has been completed, the appropriate educator will notify physician of completion via email or dictation within 72 hours of completion; and
- Documentation of an average of four (4) per day self glucose testing during the two (2) months prior to ordering pump; and
- Appointment with RN Diabetes Educator for evaluation and introduction to Pump
- Documentation of frequent adjustments of insulin dose for three (3) months prior to order.

Additional Insulin Pump information on the following page

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## **INSULIN PUMPS (continued)**

### **And meets one or more of the following:**

- Glycosylated hemoglobin level (HbA1c) >7.0 percent.
- History of recurring hypoglycemia and/or hypoglycemic unawareness.
- Wide fluctuation in blood glucose before mealtime.
- Dawn phenomenon with fasting blood sugars frequently exceeding 200 mg/dl.
- History of severe glycemic excursions.
- Pregnancy.

### **Criteria B:**

- The patient with Diabetes has been on a pump prior to enrollment with Florida Health Care Plans; and
- Has documented frequency of glucose self-testing an average of at least four (4) times per day during the month prior to enrollment;

And the patient has been evaluated by an Endocrinologist who recommends continuation of the insulin pump within the last 3 months.

Member should be seen and evaluated by the treating Endocrinologist FCH- at least every three (3) months.

FCH Insulin pumps may be ordered and managed only by a treating Florida Health Care Plans Endocrinologist or contracted Pediatric Endocrinologist.

All pediatric insulin pump patients under the age of 18 must be treated and managed by a Pediatric Endocrinologist.

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **INTERPRETER SERVICES**

### **1. Deaf and Hard of Hearing Services – Sign Language**

Florida Health Care Plans Jennifer Niewald Provider Relations Coordinator	FHCP Center	1-800-352-9824 ext. 7207 904 / 295-3679
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**INSTRUCTIONS:** Deaf and Hard of Hearing Interpreter services are available to all FHCP members. The requesting provider must call the FHCP Provider Relations Coordinator to request a Sign Language Interpreter at least 24 hours prior to the member's visit to their office.

### **2. Deaf and Hard of Hearing Services – Telecommunication Relay Services**

FHCP uses the national Telecommunication Relay Services (TRS) System. TRS is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. Please call TRS RELAY directly at 711.

### **3. Language Interpreters – Language Line**

FHCP contracts with Language Line to assist FHCP staff and providers to better communicate with members whose primary language is other than English.

#### **Language Line Instructions for FHCP Contracted Providers:**

**Contact FHCP at 1-800-352-9824 or 1-386-238-3200 for your 6-digit Client ID Number. This will be needed for your call. You must call and request the FHCP 6-digit Client ID Number. This will insure FHCP is financially responsible for the service. You will then be able to proceed with the call.**

[Additional Interpreter information on the following page](#)

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## **INTERPRETER SERVICES (continued)**

### **INSTRUCTIONS:**

Call comes in requesting a specific Language or patient is in the office

1. Use Conference Hold to place the limited English speaker on hold or have the patient present
2. Dial: **866 – 874 – 3972**
3. Enter on your telephone keypad or provide the call Agent:
  - 6-digit Client ID ( **Number obtained when calling FHCP or available at FHCP Staff offices**)
  - Press 1 for Spanish
  - Press 2 for all other languages and speak the name of the language you need at the prompt.

An Interpreter will be connected to the call.

4. Brief the Interpreter. Give your name and phone number and advise the interpreter that in the event you are dropped off the call to conference you back in. Summarize what you wish to accomplish and give any special instructions.
5. **Add the limited-English Speaker to the line.**
6. Say “End of Call” to the Interpreter when the call is completed.

To hear a recorded demonstration of over-the-phone interpretation, call the demonstration line at 1-800-996-8808 or visit the website at [www.LanguageLine.com](http://www.LanguageLine.com).

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## LABORATORY SERVICES – ROUTINE AND STAT

**Flagler Plan Members can utilize Flagler Health+ Labs, Quest Diagnostics or the FHCP Draw Stations.  
FHCP Medicare Members must utilize Quest Diagnostics or FHCP Draw Stations.**

<b>FCH- Flagler Health+</b>	400 Health Park Blvd., St. Augustine, FL 32086 Laboratory Hours: Monday – Friday 6:30 am – 5 pm	904 / 819-5230 Fax: 904 / 819-1176
	260 State Rd. 312, St. Augustine FL 32086 Laboratory Hours: Monday – Friday 6:30 am-3 pm Saturday 8 am-12:00 pm	904 / 819-1188 Fax: 904 / 819-1176
	52 Tuscan Way, Ste. 203, St. Augustine, FL 32092 Laboratory Hours: Monday – Friday 7 am-12 pm	904 / 940-7750 Fax: 904 / 940 -7710
<b>FHCP Center Draw Station</b>	309 Palm Coast Parkway, Palm Coast, FL 32137 Laboratory Hours: Monday – Friday 7:00 am – 3:30 pm	386 / 447-9685 Fax: 386 / 446-3222
<b>FHCP Center Draw Center</b>	145 City Place, Palm Coast, FL 32164 Laboratory Hours: Monday – Friday 7:00 am – 3:30 pm	386 / 302-0975 Fax: 386 / 302-0980
<b>FCH- Quest Diagnostics St. Augustine</b>	4475 Us Highway 1 S, Ste. 702, St. Augustine, FL 32086 M-F 6:00 am-3:00 pm; Drug Screen: M-F 6:30 am-2:30 pm	866 / 697-8378 Fax: 904 / 797-5851
<b>FCH- Quest Diagnostics St. Augustine North</b>	340 CBL Dr., St. Augustine, FL 32086 M-F 6:00 am-3:00 pm Sa 7:00 am-11:00 am Drug Screen: M-F 6:00 am-3:00 pm	866 / 697-8378 Fax: 904 / 826-3474
<b>FCH- Quest Diagnostics Jacksonville Mandarin</b>	11701 San Jose Blvd., Ste. 102, Jacksonville, FL 32223 M,W,F 6:30 am-3:30 pm T,Th 6:30 am-6:30 pm Sa 7:00 am-12:00 pm	866 / 697-8378 Fax: 904 / 880-0828
<b>FCH- Quest Diagnostics Jacksonville Beach</b>	3980 3Rd St. S, Jacksonville, FL 32250 M-F 6:30 am-3:30 pm Sa 7:00 am-12:00 pm	866 / 697-8378 Fax: 904 / 249-0976
<b>FCH- Quest Diagnostics Jacksonville Roosevelt</b>	4509-009 St. Johns Ave., Jacksonville, FL 32210 M-F 6:00 am-3:00 pm Sa 7:00 am-12:00 pm	866 / 697-8378 Fax: 904 / 388-1942

Additional Laboratory Services information on the following page

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## **LABORATORY SERVICES – ROUTINE AND STAT**

<b>FCH- Quest Diagnostics</b> Jacksonville Deerwood	4372 Southside Blvd., Ste. 304, Jacksonville, FL 32216 M-F 7:00 am-4:00 pm; Drug Screen: M-F 7:30 am-3:30 pm	866 / 697-8378 Fax: 646-4676
<b>FCH- Quest Diagnostics</b> Jacksonville Bartram	13720 Old Saint Augustine Rd., Ste. 9, Jacksonville, FL 32258 M-F 6:30 am-3:30 pm	866 / 697-8378 Fax: 268-9408
<b>FCH- Quest Diagnostics</b> Jacksonville University Pointe	5960 Beach Blvd., Unit #4, Jacksonville, FL 32207 M-F 6:00 am-3:00 pm Sa 7:00 am-12:00 pm	866 / 697-8378 Fax: 396-7619
<b>FCH- Quest Diagnostics</b> Jacksonville Twin Oaks	5298 Sunbeam Rd., Ste. 1, Jacksonville, FL 32257 M-F 6:30 am-3:30 pm	866 / 697-8378 Fax: 880-1332
<b>FCH- Quest Diagnostics</b> Jacksonville Links	1351 13th. Ave. S, Ste. 140, Jacksonville, Beach, FL 32250 M-F 6:30 am-3:30 pm	866 / 697-8378 Fax: 249-7993
<b>FCH- Quest Diagnostics</b> Jacksonville Hodges	13529 Beach Blvd., Ste. 301, Jacksonville, FL 32224 M-F 6:00 am-3:00 pm Sa 7:00 am-11:00 am; Drug Screen: M-F 6:00 am-3:00 pm	866 / 697-8378 Fax: 992-9895

No appointment necessary for the locations noted above.

### **QUEST DIAGNOSTICS DRAW STATIONS:**

Online appointment scheduling available at <https://appointment.questdiagnostics.com/patient/appointment>  
or by phone at 888-277-8772.

**INSTRUCTIONS:** Complete the QUEST DIAGNOSTICS form and give to the member to take to one of the Draw Stations noted in this section.

- All **Genetic Testing** for FHCP members **must have prior authorization** from the FHCP Central Referral Department in Holly Hill. Please do not send a FHCP member directly to a lab without prior authorization. Only requests that are medically necessary will be authorized for coverage.

FHCP requests that FHCP members use the facilities listed above for Routine and STAT lab collections. Offices can make arrangements for specimen collection directly with QUEST Diagnostics.

**Flagler Plan Members can utilize Flagler Health+ Labs, Quest Diagnostics or the FHCP Draw Stations.**  
**FHCP Medicare Members must utilize Quest Diagnostics or FHCP Draw Stations.**

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## **LABORATORY SERVICES-HOME**

<b>EFN-</b> Independent Phlebotomy Services, Inc. #042041	977 Gardenia Drive, Daytona Beach, FL 32117	904 / 819-5155 Fax: 904 / 819-4961
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Independent Phlebotomy Services, Inc. will be providing home phlebotomy/laboratory draw services to FHCP members residing in Volusia, Flagler, Seminole and St. John's Counties. This service is for patients that have homebound status or documentation of a taxing physical effort to receive services at an outpatient lab draw station.

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **LITHOLINK SERVICES**

Litholink assists in preventing recurrent stone formation in patients. They provide laboratory services, educational materials and physician consultation services.

All services for Litholink will require **prior authorization** from the FHCP Central Referral Department in Holly Hill. The FHCP Guidelines for Litholink services are as follows:

- All children 18 years of age and younger will be eligible
- Patients over the age of 18 must have 2 documented episodes of Nephrolithiasis in 5 years
- FHCP Primary Care Physicians, Urologists and Nephrologists can request Litholink services

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **LACTATION SERVICES/BREASTFEEDING CLASSES**

<b>FCH-</b> Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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**INSTRUCTIONS:** Member can self refer to this specialty and will be able to call and schedule an appointment without an order from a physician.

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## **LOOP RECORDERS**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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**LYMPHEDEMA CLINIC**

<p><b>EFN-</b> First Coast Physical Therapy, Inc</p>	<p>1 University Blvd., St. Augustine, FL 32086</p> <p>800 Zeagler Dr., Palatka, FL 32177</p>	<p>904 / 829-3411                  Fax: 904 / 829-3412</p> <p>386 / 385-5123                  Fax: 386 / 325-2720</p>
<p><b>EFN-</b> Ability Health Services - Palm Coast Sports Medicine &amp; Rehab Center, Inc. #005429</p>	<p>35 Old Kings Rd., North, Palm Coast, FL 32137</p>	<p>386 / 445-5555                  Fax: 386 / 445-9800</p>

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **MAMMOGRAMS (DIAGNOSTIC OR SCREENING)**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4720 Fax: 904 / 819-5077
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

## **MAMMOGRAMS (DIAGNOSTIC OR SCREENING) (continued)**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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FHCP Medicare can use FCH and EFN providers.

## MEDICATIONS (REQUIRING PRIOR AUTHORIZATIONS)

The FHCP Medication Formularies are available on line at <https://www.fhcp.com/for-providers/>

### Flagler Hospital Employee Health Plan

[2019 Commercial Formulary \(PDF\)](#) | [Drug Look Up Tool](#)

[Discount Medication List](#)

[Zero Copay Medication List](#)

[Medication Transition Form](#)

### Medicare Formulary

For 2019 Information, [click here](#)

If a medication requires prior authorization or is not listed in the formulary the provider must submit for prior approval.

**INSTRUCTIONS:** Complete the FHCP Medication Prior Authorization Form. Attach pertinent documentation to substantiate the request and forward by fax (386 / 238-3253), to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and notify you of their decision.

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FHCP Medicare can use FCH and EFN providers.

## **MOBILE IMAGING SERVICES**

Atlantic Mobile Imaging Services, Inc. #109230 Patients 18 years of age and older	1400 Hand Ave., Ste. A, Ormond Beach, FL 32174	386 / 239-8270 Fax: 386 / 239-8273
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Mobile services to include:

- Doppler Studies
- EKGs
- Ultrasound Exams
- Vascular Ultrasound Exams
- X-rays
- 24 Hour Holter Monitor Exams
- The member must be institutionally bound to be approved for Mobile Diagnostic Services (i.e. Skilled Nursing Facility)
- If the patient can be transported to the nearest FHCP facility, which performs same, then Atlantic Mobile Imaging may **NOT** be used.
- Medicare guidelines for such are also applicable when determining whether a Member may qualify for these services.

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.  
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## MRI'S

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4380 Fax: 904 / 819-4928
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center. See specific instructions in other sections for: Ultrasounds, X-Rays, Mammograms, Event Monitors, Holtor Monitors, EMG's, EKG's, ABG's, PFT's and Echocardiograms.

**Breast MRI's are an exception to the above. All Breast MRI's will require Prior Authorization from the FHCP Referral Department.**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **NEONATAL & PERINATAL HIGH RISK PREGNANCY & INFANT CASE MANAGEMENT**

FHCP is now offering the Rosebud Program to eligible FHCP Members who meet Rosebud's perinatal and/or neonatal case management risk criteria. Services are available at no charge to the recipient of care; however, **prior authorization** is required to refer the Member to Rosebud's program and services. A nurse that specializes in high risk pregnancy or high risk infant care will contact the Member to discuss the pregnancy or the infant care upon approved referral. The Rosebud Referral Form is available on our website at <http://www.fhcp.com/providers/announcements> in the "Related Documents" section as well at <http://www.fhcp.com/providers/forms/> Please complete this form and forward to the FHCP Central Referral Department via fax to either of the numbers listed below for processing.

FHCP Central Referral Department  
Fax (386) 238-3253 or (877) 659-3427

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## **NEPHROLOGY**

<b>FCH-</b> Helder De Paiva, M.D., #041910 Patients 18 years and older	Helder De Paiva, M.D., LLC 301 Health Park Blvd., Ste. 214, St. Augustine, FL 32086	904 / 829-0400 Fax: 829-0411
<b>FCH-</b> Paul Jayachandra, M.D. #007498 Patients 18 years and older	Paul D. Jayachandra, M.D., P.A. 1680 Osceola Elementary St., Ste. A, St. Augustine, FL 32084  6541 St. John Ave. Palatka, FL 32177	904 / 824-7476 Fax: 904 / 824-7870
<b>FCH-</b> Amir Malik, M.D. #004998 FCH- Carlos Torres-Rivera, M.D. #129896 Patients 18 years and older	Amir A. Malik, M.D. P.A. 204 Southpark Cir., East, St. Augustine, FL 32086	904 / 829-8300 Fax: 904 / 829-8310
<b>FCH-</b> Scott McDowall, M.D. #057488 Patients 18 years and older	Scott D. McDowall, PLLC 100 Whetstone PL. Ste. 206, St. Augustine, FL 32086  21 Hospital Dr., Ste. 230, Palm Coast, FL 32164	904 / 429-9892 Fax: 904 / 217-7631
<b>EFN-</b> William Ferguson, M.D., Ph.D. #011583	Atlantic Nephrology, Inc. 210 Old Kings Rd., S. Ste. 900, Flagler Beach, FL 32164	386 / 338-3550 Fax: 386 / 338-3551
<b>EFN-</b> Jaideep Hoskote, M.D. #037825 Patients 18 years and older	120 Cypress Edge Dr., Ste. 201, Palm Coast, FL 32164	386 / 586-4460 Fax: 386 / 586-4461
<b>EFN-</b> J. Peter Singh, M.D. #001889 Patients 18 years and older	East Coast Nephrology Associates, LLC 385 Palm Coast Parkway S.W., Ste. 2, Palm Coast, FL 32137	386 / 445-9205 Fax: 386 / 672-4006

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## NEUROLOGY

<b>FCH-</b> Gerald Gerling, M.D, #003385 Patients 18 years and older	Gerald M. Gerling, M.D., P.A. 300 Health Park Blvd., Ste. 4002, St. Augustine, FL FL 32086	904 / 825-1114 Fax: 904 / 829-1546
<b>FCH-</b> Amudha Perumal, M.D. #104521 Patients 18 years and older	Neurology Care, Inc. 1201 Arapaho Dr., Ste. Augustine, FL 32084	904 / 829-9919 Fax: 904 / 829-2617
<b>FCH-</b> Jueyang Wei, M.D. #10B002 Patients 18 years and older	St. Augustine Neurology, P.A. 208 Southpark Cir., East, St. Augutine, FL 32086	904 / 824-2201 Fax: 904 / 824-2353
<b>EFN-</b> Mulki Bhat, M.D. #00001X Patients 14 years and older <b>Send records prior to scheduling</b> <b>Office will schedule and confirm with patient</b>	FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137	386 / 445-7073 Fax: 386 / 447-7092
<b>EFN-</b> Arastoo Nabizadeh, M.D. #006323 Patients 12 years and older	Arastoo Nabizadeh, M.D. 6816 Southpoint Pkwy., Ste. 201, Jacksonville, FL 32216	904 / 281-1164 Fax: 904 / 281-7732

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist Neurology Physicians	841 Prudential Drive, Jacksonville, FL 32207	904 / 398-5404
	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 249-1041
	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 224-8090

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

EMG SERVICES CAN BE PROVIDED FOR FHCP MEMBERS AT THE ABOVE PHYSICIAN OFFICES

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**NON-EMERGENCY TRANSPORTATION SERVICES**

Trans Mobile Services LLC Flagler and St. John’s Counties	39 Bickwick Ln., Palm Coast, FL 32137	386 / 931-5863 Fax: 386 / 445-5201
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

**NUTRITIONAL ASSESSMENT AND COUNSELING**

<b>EFN-</b> Melissa Baumann, MS, RD, CDE <b>EFN-</b> Catherine Robinson, MS, RD, LD, CDE All ages	FHCP Center 330 N. Clyde Morris Blvd., Daytona Beach, FL 32114 – Main Office  Classes available at various locations or on an individual basis depending on the need.	386 / 676-7133 or 1 / 877 / 229-4518 Fax: 386 / 238-3228
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Prior authorization from the FHCP Central Referrals is not needed. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The Department will advise you of their scheduling protocol. Always document ICD-10 code for service requested.

- Services provided include, but not limited to:
- Eating Disorders; anorexia, bulimia, obesity
  - Hyperlipidemia
  - Chronic Kidney Disease
  - Peg Tube Feedings
  - Carbohydrate Counting
  - Diabetes Education

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## **OBSTETRICS**

<b>FCH-</b> Michael Akhiyat, M.D. #138646 Patients 18 years and older	Flagler Obstetrics and Gynecology P.A. 3100 U.S. Hwy. 1 S., Ste. 1, St. Augustine, FL 32086	389 / 325-0826 Fax: 386 / 325-6419
<b>FCH-</b> Reda Alami. M.D. # 041325 <b>FCH-</b> Vijayselwyn Dhas, M.D. #043525 Patients 18 years and older	North Florida OB-GYN 301 Health Park Blvd., Ste. 2198, St. Augustine, FL 32086	904 / 819-9898 Fax: 904 / 819-9594
<b>FCH-</b> Elizabeth Arnett, CNM #061450 <b>FCH-</b> Barbara Dembek, CNM #046491 <b>FCH-</b> Kelly Jago, M.D. #040604 <b>FCH-</b> Laila Needham, M.D. # 046621 <b>FCH-</b> Amy Loughlin, ARNP, CNM #061451 <b>FCH-</b> Elizabeth Meadows, CNM #061452 <b>FCH-</b> Eric Pulsfus, M.D. #110301 <b>FCH-</b> Michele Rogero, ARNP, CNM #061449 <b>FCH-</b> Thomas Searle, M.D. #060496 <b>FCH-</b> Karen Toppi, M.D. #011083 <b>FCH-</b> Susan Yarian, M.D. #105248 Patients 18 years and older	OB/GYN Associates of St. Augustine 300 Health Park Blvd., Ste. 3002, St. Augustine, FL 32086  5 Boulder Rock Dr., Palm Coast, FL 32137  52 Tuscan Way, St. Augustine, FL 32092  700 Zeagler Dr. Palatka, FL 32177	904 / 819-1500 Fax: 904 / 810-1023 389 / 246-2350 Fax: 904 / 810-1023 904 / 819-1500 Fax: 904 / 810-1023 386 / 530-2380 Fax: 904 / 810-1023
<b>FCH-</b> Sherri Maetozo, M.D. #121343 All Ages	St. Augustine Total Woman's Care 1301 Plantation Island Dr., Ste. 103, St. Augustine, FL 32080	904 / 461-5330 Fax: 904 / 461-5334
<b>EFN-</b> Steven J. Brown, M.D. #000075 All ages	Palm Coast Women's Center 21 Hospital Drive, Suite 270, Palm Coast, FL 32164	386 / 437-5959 Fax: 386 / 437-5390
<b>EFN-</b> Patricia Modad, M.D. #10T904 Patients 10 years and older	Palm Coast OB/GYN 50 Leanni Way, Suites A3 & A4, Palm Coast, FL 32137	386 / 447-6831 Fax: 386 / 447-6834

Additional Obstetrics information on the following page

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## **OBSTETRICS (continued)**

**INSTRUCTIONS:** Member can self-refer to this specialty and will be able to call and schedule an appointment without an order from a physician.

<b>TFN-</b> Baptist OBGYN Physicians (Nassau)	463820 State Rd 200, Ste. 103, Yulee, FL 32097	904 / 225-2770
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

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## **OCULAR PROSTHETICS LAB**

<b>EFN-</b> Ocular Prosthetics Lab, Inc.	Ocular Prosthetics Lab, Inc. 575 W. Granada Blvd., Suite H, Ormond Beach, FL 32174	Toll Free: 1 / 888 / 578-4788 Fax: 407 / 246-0222
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

Services include:

1. Evaluation for Ocular Prostheses/Artificial Eye
2. Fabrication and Fitting of Ocular Prostheses
3. Polishing/Resurfacing of Ocular Prosthesis. FHCP will not require prior authorization for the Polishing and Resurfacing as long as the Medicare Guidelines are met. Any services above the standard number of units per year will require prior authorization.

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## ONCOLOGY–MEDICAL/HEMATOLOGY

<b>FCH-</b> Hassan Hassan, M.D. #061068 <b>FCH-</b> Gaurav Trika, M.D. #067650 <b>FCH-</b> Marc Warmuth, M.D. #061067 Patients 18 years and older	Cancer Specialists of North Florida 9 San Bartola Dr., St. Augustine, FL 32086  14546 Old St. Augustine Rd., Jacksonville, FL 32258	904 / 825-4500 Fax: 904 / 825-3672 904 / 260-9445 Fax: 904 / 260-0005
<b>EFN-</b> Philip Ndum, M.D. #118327 Patients 18 years and older	Florida Cancer Specialists, P.L. 61 Memorial Medical Pkwy., Suite 2818, Palm Coast, FL 32164	386 / 586-2889 Fax: 386 / 586-2890
<b>EFN-</b> Padmaja Sai, M.D. #011934 Patients 18 years and older	Florida Cancer Specialists, P.L. 61 Memorial Medical Pkwy, Suite 2812, Palm Coast, FL 32164	386 / 586-1860 Fax: 386 / 586-1861

### **Medical/Hematology Oncology physician consultation services do not require prior authorization**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist MD Anderson Cancer Physicians	1235 San Marco Blvd., Jacksonville, FL 32207	1-844-632-2278 Fax: 904 / 202-2754
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Provider

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## **ONCOLOGY – MEDICAL/HEMATOLOGY THERAPY – COMMERCIAL MEMBERS**

### **Medical/Hematology Oncology Therapy for FHCP Commercial members requires prior authorization**

Authorization requests for FHCP Commercial members should be directed to AIM Specialty Health through their secure web portal located at [www.providerportal.com](http://www.providerportal.com) or by telephone at (844) 423-0881.

## **ONCOLOGY-MEDICAL/HEMATOLOGY THERAPY – MEDICARE MEMBERS**

Medical/Hematology Oncology Therapy for FHCP Medicare members does not require prior authorization.

**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.

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## **ONCOLOGY- RADIATION**

<b>FCH-</b> Jessica Bahari-Kashani, M.D. #068611 <b>FCH-</b> Emily D. Tanzler, M.D. #068613 <b>FCH-</b> Waseet Z. Vance, M.D. #068614	Flagler Radiation Oncology Services 97 Health Park Blvd., St. Augustine, FL 32086	904 / 819-8200 Fax: 904/ 819-8220
<b>FCH-</b> Neenad Shah, M.D. #061120 Patients 18 years and older	21 <sup>st</sup> Century Oncology 300 Health Park Blvd., Ste. 1008, St. Augustine, FL 32086	904 / 824-5189 Fax: 904/824-9109
<b>EFN-</b> Radiation Oncology Specialists	60 Memorial Medical Pkwy. Palm Coast, FL 32164	386 / 231-6000 Fax: 386 / 672-4960
<b>EFN-</b> UF Health Proton Therapy Institute	2015 Jefferson St., Jacksonville, FL	904 / 588-1800 Fax: 904 / 588-1301

### **Radiation Oncology physician consultation services do not require prior authorization**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist MD Anderson Cancer Physicians	1235 San Marco Blvd., Jacksonville, FL 32207	1 -844-632-2278 Fax: 904 / 202-2754
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

## **ONCOLOGY - RADIATION THERAPY**

### **Radiation Therapy requires prior authorization**

Authorization requests should be directed to AIM Specialty Health through their secure web portal located at [www.providerportal.com](http://www.providerportal.com) or by telephone at (844) 423-0881.

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## OPHTHALMOLOGY

<b>FCH-</b> Tawhid Hossain, M.D. #108717 All Ages	Florida Eye and Laser Center. 301 Health Park Blvd., Ste. 215, St. Augustine, FL 32086	904 / 823-3394 Fax: 904 / 823-8557
<b>FCH-</b> William Oktavec, M.D. #112536 <b>FCH-</b> Kathleen Oktavec, M.D. #067406  Patients 5 years and older	William J. Oktavic, P.A. 100 Whetstone Pl., Ste. 106, St. Augustine, FL 32086  1240 Palm Coast Pkwy., SW, Palm Coast, FL 32137	904 / 826-3937 Fax: 904 / 826-3977 386 / 446-4210 Fax: 904 / 826-3977
<b>EN-</b> Frank Bowden, M.D. #10A664 <b>EFN-</b> Kevin Cronin, M.D. #065442 <b>EFN-</b> Sarah Darbandi, M.D. #064021 All Ages	Bowden Eye Associates 12341 Yellow Bluff Rd., Ste. 4, Jacksonville, FL 32226  14810 Old St. Augustine Rd., Ste. 103, Jacksonville, FL 32258  7205 Bonneval Rd., Jacksonville, FL 32256	904 / 296-0098 Fax: 609 / 861-3899
<b>EFN-</b> Donald Downer, M.D. #038143	Clay Eye Physicians & Surgeons 1615 CR 220, Ste. 140, Fleming Island, FL 32003	904 / 272-2020
<b>EFN-</b> Annemarie N. Etienne, M.D. #10H655 <b>EFN-</b> Todd Geis, M.D. #000091 <b>EFN-</b> Joseph Zobian, M.D. #008480 All ages	FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137  Palm Coast appointments to be made through the Daytona Beach office.	386 / 676-7103 Fax: 386 / 447-7536 MEDICAL RECORDS FAX: 386 / 481-5009

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## OPHTHALMOLOGY-RETINAL SERVICES ONLY

<p><b>EFN-</b> Frank Bowden, M.D. #10A664  <b>EFN-</b> Kevin Cronin, M.D. #065442  <b>EFN-</b> Sarah Darbandi, M.D. #064021  All Ages</p>	<p>Bowden Eye Associates  Perimeter Park Blvd., Ste. 403 Jacksonville, FL 32216   12341 Yellow Bluff Rd., Ste. 4, Jacksonville, FL 32226   14810 Old St. Augustine Rd., Ste. 103, Jacksonville, FL 32258   7205 Bonneval Rd., Jacksonville, FL 32256</p>	<p>904 / 296-0098  Fax: 609 / 861-3899</p>
<p><b>EFN-</b> William J. Dunn, M.D. #000489  <b>EFN-</b> Samuel K. Houston, M.D. #047789  <b>EFN-</b> Elias Mavrofrides, M.D. #011037  <b>EFN-</b> James A. Staman, M.D. #000490  <b>EFN-</b> Jonathan A. Staman, M.D. #037523  All Ages</p>	<p>Florida Retina Institute, Inc.  50 Leanni Way., Ste. E-5, Palm Coast, FL 32137</p>	<p>386 / 447-1847  Fax: 386 / 447-1848</p>
<p><b>EFN-</b> Benjamin Thomas, M.D. #058998  <b>EFN-</b> Abdullh Jeroudi, M.D. #061674  All Ages</p>	<p>Florida Retina Institute, Inc.  1100 Plantation Island Drive S., Ste. 130, St. Augustine, FL 32080</p>	<p>904 / 826-0663  Fax: 904 / 388-0114</p>
<p><b>EFN-</b> Shawn Agee, M.D. #069531  <b>EFN-</b> John Sullivan, M.D. #069438  All Ages</p>	<p>Southeastern Retina Specialists, P.A.  2450 Old Moultrie Rd., Ste. 101, St. Augustine, FL 32086</p>	<p>904 / 342-3675  Fax: 904 / 342-7193</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting **Ophthalmologist** will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

### **Referrals for Retinal Services can only be made by an Ophthalmologist**

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FHCP Medicare can use FCH and EFN providers.

**OPHTHALMOLOGY-CORNEAL SERVICES ONLY**

<p><b>EFN-</b> Frank Bowden, M.D. #10A664  <b>EFN-</b> Kevin Cronin, M.D. #065442  <b>EFN-</b> Sarah Darbandi, M.D. #064021  All Ages</p>	<p>Bowden Eye Associates  Perimeter Park Blvd., Ste. 403 Jacksonville, FL 32216   12341 Yellow Bluff Rd., Ste. 4, Jacksonville, FL 32226   14810 Old St. Augustine Rd., Ste. 103, Jacksonville, FL 32258   7205 Bonneval Rd., Jacksonville, FL 32256</p>	<p>904 / 296-0098  Fax: 609 / 861-3899</p>
<p><b>EFN-</b> Rory Myer, M.D. #040158  Patients 18 months and older</p>	<p>Tomoka Eye Associates, P.A.  21 Hospital Dr., Ste. 160, Palm Coast, FL 32164</p>	<p>386 / 586-3711  Fax: 386 / 586-3788</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting **Ophthalmologist** will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

**Referrals for Corneal Services can only be made by an Ophthalmologist**

**OCULARIST, OCULOPLASTICS, NEURO OPHTHALMOLOGY AND ANY PROVIDER NOT LISTED IN THE PROVIDER REFERRAL GUIDE WILL REQUIRE PRIOR AUTHORIZATION FROM THE FHCP REFERRAL DEPARTMENT.**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax (386 / 238-3253) to FHCP’s Central Referrals at the Holly Hill facility. The Referral Department will review the request and notify you of their decision.

**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.  
**TFN-** Total Flagler Network is Tier 2 in the Flagler Health+ HCHP Network.  
FHCP Medicare can use FCH and EFN providers.

## **OPTOMETRY**

<b>FCH-</b> Tawhid Hossain, M.D. #108717 All Ages	Florida Eye and Laser Center. 301 Health Park Blvd., Ste. 215, St. Augustine, FL 32086	904 / 823-3394 Fax: 904 / 823-8557
<b>EFN-</b> Phillip Griffith, O.D. #064022 <b>EFN-</b> Amana Kovacs, O.D. #065455 <b>EFN-</b> Natasha Krzyanowski, O.D. #063360 <b>EFN-</b> Jane Pancurak, O.D. #065697 <b>EFN-</b> Jerry Robben, O.D. #064023 All Ages	Bowden Eye Associates Perimeter Park Blvd., Ste. 403 Jacksonville, FL 32216  12341 Yellow Bluff Rd., Ste. 4, Jacksonville, FL 32226  14810 Old St. Augustine Rd., Ste. 103, Jacksonville, FL 32258  7205 Bonneval Rd., Jacksonville, FL 32256	904 / 296-0098 Fax: 904 / 861-3899
<b>EFN-</b> Michael Cady, O.D. #000468 <b>EFN-</b> Brittany McNeely, O.D. #059575 <b>EFN-</b> Philip Stephens, O.D. #001389 All Ages	Total Vision Palm Coast 15 Cypress Branch Way, Suite 206, Palm Coast, FL 32137	386 / 445-1880 Fax: 386 / 445-8796
<b>FCH-</b> Tawhid Hossain, M.D. #108717 All Ages – Medicare Members Vision Rider in St. John’s County only	Florida Eye and Laser Center 301 Health Park Blvd., Ste. 215, St. Augustine, FL 32086	904 / 823-3394 Fax: 904 / 823-8557
<b>EFN-</b> Monica Miles, O.D. #07919 <b>EFN-</b> David Miles, O.D. #069622 <b>EFN-</b> Charles Miles, O.D. #10E174 <b>EFN-</b> William Miles, O.D. #038081 <b>EFN-</b> Henry Miles, O.D. #122706 <b>EFN-</b> Gene Miles, O.D. #079703 All Ages – Medicare Members Vision Rider in St. John’s County only	St. Augustine Vision Palatka Center 25 Deltona Blvd., Ste. 1, St. Augustine, FL 32086	904 / 797-5760 Fax: 904 / 797-5762

**INSTRUCTIONS:** Member can self-refer to this specialty and will be able to call and schedule an appointment without an order from a physician.  
[Additional Optometry information on the following pag](#)

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## **OPTOMETRY**

<b>EFN-</b> William Gebhard, O.D. #079289 <b>EFN-</b> James Horning, O.D. #059377 <b>EFN-</b> Eve Geis, O.D. #078880 All Ages – Vision and Medical services for Members with a Vision Rider that reside in St. John’s County.	Rowe Family Eyecare 1100 S. Ponce De Leon Blvd., Ste. 4, St. Augustine, FL 32084	904 / 824-0212 Fax: 904 / 824-0132
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**INSTRUCTIONS:** Member can self-refer to this specialty and will be able to call and schedule an appointment without an order from a physician.

### **Optometry – Low Vision services can only be ordered by an Optometrist or Ophthalmologist**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **ORAL SLEEP APNEA APPLIANCES**

<b>EFN-</b> Stephanie Kinsey, D.D.S. #079715 Eligible Non-Medicare Plan Members Only Patients 18 years and older	Palencia Dental 159 Palencia Village Dr., Ste. 107, St. Augustine, FL 32095	904 / 826-4343 Fax: 904 / 826-4335
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**Patient must have a Sleep Apnea evaluation with Sleep Studies prior to submitting your request.**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **ORTHOPAEDICS**

Please refer to **SURGERY - ORTHOPAEDICS** for Provider listing and instructions.

## **ORTHOPAEDICS - SPORTS MEDICINE – NON-SURGICAL TREATMENT**

**Orthopaedics/Sports Medicine** involves non-surgical treatment of conditions or injuries of bones, joints, ligaments, tendons and muscles. Services can include evaluation and management, splinting, casting, therapy or injections. These providers also have additional training in sports medicine and provide medical care to active people to prevent or treat sports related injuries.

Please refer to **SURGERY - ORTHOPAEDICS** for additional Provider listing and instructions.

<b>FCH-</b> Casey McClone, M.D. #064636 All Ages	Orthopaedic Associates of St. Augustine 3055 CR210 West, Ste. 110, St. Johns, FL 32259  One Orthopaedic Pl., St. Augustine, FL	904 /904-209-1382 Fax: 904 / 287-7876 904 / 825-0540 Fax: 904 / 825-2490
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**INSTRUCTIONS:** Member can call and schedule an appointment with this provider directly without any paperwork being completed

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## OUTPATIENT REHABILITATION

<b>FCH- Flagler Health+ (H)</b> Physical Therapy	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4374 Fax: 904 / 819-4958
<b>FCH- Performance Physical Therapy</b> Physical Therapy	150 Southpark Blvd., Ste. 201, St. Augustine, FL 32086	904 / 824-7787
<b>FCH- Orthopaedic Associates of St. Augustine</b> Physical Therapy *Members must be patients of their practice in order to access their Physical Therapy Services	3055 CR210 West, Ste. 110, St. Johns, FL 32259  One Orthopaedic Pl., St. Augustine, FL 32086	904 / 823-3764 Fax: 904 / 823-8967
<b>FCH- Saint Augustine Rehab Specialists</b> Physical Therapy Occupational Therapy Patients ages 5 years and older	105 Mariner Health Way, Se. 213, St. Augustine, FL 32086  4320 A1A South, Ste. 7, St. Augustine, FL 32080	904 /217-4259 Fax: 904 / 217-4251 904 /679-3449 Fax: 904 / 679-3436
<b>EFN- First Coast Rehabilitation</b> Occupational Therapy Physical Therapy	1 University Blvd., St. Augustine, FL 32086	904 / 829-3411 Fax: 904 / 829-3412
<b>EFN- Palm Coast Sports Medicine and Rehabilitaion Center</b> Physical Therapy Occupational Therapy Speech Therapy	35 Old Kings Road, Palm Coast, FL 32137	386 / 445-5555 Fax: 386 / 445-9800
<b>EFN- PT Solutions of Pensacola, LLC</b> Physical Therapy Vestibular Therapy All Ages	PT Solutions of Ponte Vedra: 236 Ponte Vedra Park Dr., Ste. 300 Ponte Vedra Bch., FL 32082  PT Solutions of Bartram Oaks: 115 Bartram Oaks Walk, Ste. 101 St. Johns, FL 32259	904 / 280-3440 Fax: 904 / 280-3444  904 / 217-3107 Fax: 904 / 429-7324

**INSTRUCTIONS:** Complete the Rehabilitation Services Request form and give the order to the member. The member must call and schedule their appointment directly with this provider and is responsible for bringing the Rehabilitation order form to the initial appointment. **Please indicate if therapy requested is a result of a motor vehicle accident.**

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## **BALANCE & VESTIBULAR THERAPY**

<b>FCH-</b> Flagler Health+ Physical Therapy	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4374 Fax: 904 / 819-4958
<b>EFN-</b> Palm Coast Sports Medicine and Rehabilitaion Center Physical Therapy Occupational Therapy Speech Therapy	35 Old Kings Road, Palm Coast, FL 32137	386 / 445-5555 Fax: 386 / 445-9800
<b>EFN-</b> First Coast Physical Therapy, Inc Occupational Therapy Physical Therapy	1 University Blvd., St. Augustine, FL 32086	904 / 829-3411 Fax: 904 / 829-3412
<b>EFN-</b> PT Solutions of Pensacola, LLC Physical Therapy Vestibular Therapy All Ages	PT Solutions of Ponte Vedra: 236 Ponte Vedra Park Dr., Ste. 300 Ponte Vedra Bch., FL 32082 PT Solutions of Bartram Oaks: 115 Bartram Oaks Walk, Ste. 101 St. Johns, FL 32259	904 / 280-3440 Fax: 904 / 280-3444  904 / 217-3107 Fax: 904 / 429-7324

**INSTRUCTIONS:** Complete the Rehabilitation Services Request form and give to the member. The member must call and schedule their appointment directly with this provider and is responsible for bringing the Rehabilitation form to the initial appointment. **Please indicate if therapy requested is a result of a motor vehicle accident.**

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## **HAND THERAPY SERVICES**

<b>EFN-</b> Brooks Rehab Center <b>Flagler County Residents Only</b>	9 Pine Cone Trail, Suite 104B, Palm Coast, FL 32137	386 / 446-9716 Fax: 386 / 446-0046
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### **Hand Therapy services must be ordered by a surgeon.**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will call or send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **VIDEOSTROBOSCOPY AND VOICE THERAPY EVALUATION**

- Laryngoscopy with a stroboscopy
- Evaluation of speech, language, voice and communication
- Laryngeal function studies (i.e., aerodynamic and acoustic testing)
- Patient then sent to Ability for prescribed therapy program
- Further evaluation will be made depending on the need of the patient

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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**PAIN MEDICINE**

<p><b>FCH-</b> Raul A. Monzon, M.D. #10X857 Patients 18 years and older</p> <p>All FHCP Plans eligible</p>	<p>Pain Management Specialists of North Florida, P.A. 1301 Plantation Island Dr., Ste. 301, St. Augustine, FL 32080</p> <p>700 Zeagler Dr., Ste. 8, Palatka, FL 32177</p>	<p>904 / 460-9555 Fax: 904 / 460-0090 386 / 325-4699 904 / 460-0090</p>
<p><b>FCH-</b> Jyoti Patel, M.D. #120243 <b>FCH-</b> Elena Stanescu, M.D. #008065 Patients 18 years and older</p>	<p>The Physicians Pain Center 105 Southpark Blvd., St. Augustine, FL 32080</p> <p>800 Zeagler Dr., Ste 610, Palatka, FL 32177</p>	<p>904 / 808-7246 Fax: 904 / 808-7090 386 / 325-7887 Fax: 904 / 808-7090</p>
<p><b>EFN-</b> Robert Silvera, M.D. #063427 Patients 18 years and older</p>	<p>PhysiMed, P.A. 105 Southpark Blvd., Ste. C-300, St. Augustine, FL 32086</p>	<p>386 / 325-8525 Fax: 386 / 325-8526</p>
<p><b>EFN-</b> Manuel Lopez, M.D. #071548 Patients 18 years and older</p>	<p>Seaside Spine and Pain Center 4863 Palm Coast Pkwy., NW, Stes. 2 &amp; 3, Palm Coast, FL 32137</p> <p>300 Health Park Blvd., Ste. 5008. St. Augustine, FL 32086</p>	<p>386 / 222-7746 Fax: 386 / 310-2381 386 / 222-7746 Fax: 386 / 310-2381</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **PATHOLOGY – OUT-PATIENT/AMBULATORY**

**Pathology services done as an out-patient must be done at one of the following locations for FHCP members.**

<b>FCH-</b> Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4361 Fax: 904 / 819-4927
<b>EFN-</b> AmeriPath Florida, LLC d/b/a Bay Area Dermatopathology Surgical Pathology	10500 University Center Dr., Tampa, FL 33612	800 / 929-6694 Fax: 813 / 971-6675
<b>EFN-</b> AmeriPath Florida, LLC d/b/a/ AmeriPath South Florida Surgical Pathology	895 SW 30 <sup>th</sup> . Ave., Ste. 101, Pompano Beach, FL 33069	800 / 395-6770 Fax: 954 / 633-3753
<b>EFN-</b> AmeriPath Florida, LLC d/b/a/ AmeriPath Central Florida Surgical Pathology	8150 Chancellor Dr., Ste. 110, Orlando, FL 32809	800 / 395-7284 Fax: 813 / 533-5346
<b>EFN-</b> Atlantic Medical Services, LLC GI Pathology	1690 Dunlawton Ave., Ste. 130, Port Orange, Fl 32127	386 / 271-2273 Fax: 386 / 271-2274
<b>EFN-</b> Central Florida Pathology Group, P.A. Surgical Pathology	1000 Waterman Way, Tavares, FL 32778	352 / 343-3434 Fax: 352 / 589-4140
<b>EFN-</b> Mark & Kambour M.D., P.A. f/k/a Global Pathology Laboratory Derm Pathology	16250 N.W. 59 <sup>th</sup> . Ave., Ste. 201, Miami Lakes, FL 33014	866 / 825-4422 Fax: 786 / 639-0712

Additional Pathology information on the following page

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**PATHOLOGY – OUT-PATIENT/AMBULATORY (continued)**

EFN- Palm Beach Pathology Thyroid Specimens & Dermatopathology Services	2013 Ponce de Leon Ave., West Palm Beach, FL 33407	561 / 659-0770 Fax: 561 / 659-0413
EFN- Progressive Medical Lab Surgical Pathology	345 Beville Rd., Ste. 101, South Daytona, FL 32119	386 / 788-8000
EFN- Surgical Pathology Laboratories, P.A. Mobile Surgical Pathology	8455 66th. St. North, Pinellas Park, FL 33781	800 / 304-1066 Fax: 727 / 545-0359
EFN- Mid-Florida Pathology, LLC Dermatopathology, Surgical Pathology, Frozen sections & Mobile services.	120 E. North Boulevard, Leesburg, FL 34748	352 / 460-0292 Fax: 352 / 460-0785
EFN- Inform Diagnostics Inc. Dermatopathology and Gastroenterology Pathology	6655 N. MacArthur Blvd. Irving, TX 78039	800 / 979-8292 Fax: N/A

Prior authorization from the FHCP Central Referrals is not needed. The specimen of the FHCP member can be sent to one of the contracted providers listed above.

**All Pathology services done while patient is in a hospital will be covered.**

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## **PEDIATRICS**

Participating Pediatricians can be found on our website at <https://providersearch.fhcp.com/>.

## **PEDIATRIC SUB-SPECIALTIES**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **PEG TUBE FEEDING ASSESSMENT**

<b>EFN-</b> Melissa Baumann, MS, RD, CDE #037681 <b>EFN-</b> Catherine Robinson, MS, RD, LD, CDE #001080 All ages	FHCP Center 330 N. Clyde Morris Blvd., Daytona Beach, FL 32114 – Main Office	386 / 676-7133 Fax: 386 / 238-3228
<b>FCH-</b> Flagler Health+ ( <b>H</b> )	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961

**INSTRUCTIONS:** Complete FHCP Referral for Diabetes Education or Nutritional Counseling (Form # 17-105/1/09RX 06-606-04/Rev. 10-10-11). Follow the instructions on the bottom of the Form. If assessment is prior to PEG tube insertion, state scheduled date of procedure.

- Nutritional Assessment and recommendation will be sent to physician who will send an order for feeding to Apria Healthcare, Inc., Fax # 386 / 673-4403.

**The form needed for the above services is available at [fhcp.com](http://fhcp.com) – For Providers, under Related Documents**

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## **PERINATAL & NEONATAL HIGH RISK PREGNANCY & INFANT CASE MANAGEMENT**

FHCP is now offering the Rosebud Program to eligible FHCP Members who meet Rosebud's perinatal and/or neonatal case management risk criteria. Services are available at no charge to the recipient of care; however, **prior authorization** is required to refer the Member to Rosebud's program and services. A nurse that specializes in high risk pregnancy or high risk infant care will contact the Member to discuss the pregnancy or the infant care upon approved referral. The Rosebud Referral Form is available on our website at <http://www.fhcp.com/providers/announcements> in the "Related Documents" section as well at <http://www.fhcp.com/providers/forms/>. Please complete this form and forward to the FHCP Case Management Department via fax.

FHCP Case Management Department  
Fax (386) 615-4058

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## **PERINATOLOGY**

<p><b>EFN-</b> Joann Acuna, M.D. #10AG04  <b>EFN-</b> Ramon Castillo, M.D. #002650  <b>EFN-</b> Gerardo Del Valle, M.D. #009720  <b>EFN-</b> Francisco Gaudier, M.D. #132173  <b>EFN-</b> Walter Morales, M.D. #039607  <b>EFN-</b> Edgard Ramos-Santos, M.D. #039607  <b>EFN-</b> Kathryn Villano, M.D. #10M260</p>	<p>Regional Obstetric Consultants, PA</p> <p>Bedrtram Park Office, 13241 Bertram Park Blvd., Suite 1017,          Jacksonville, FL 32258</p> <p>Downtown office, 836 Prudential Drive, Suite 1800,          Jacksonville, FL 32207</p> <p>Memorial Medical Center of Jacksonville, 3625 University Blvd.,          S., Jacksonville, FL 32216</p> <p>Orange Park Medical Center, 2001, Kingsley Ave., Orange Park,          FL 32073</p> <p>SouthPoint Office, 6885 Belfort Oaks Place, Suite 240,          Jacksonville, FL 32216</p>	<p>904 / 423-2670          Fax: 904 / 423-2669</p> <p>904 / 398-7684          Fax: 904 / 398-4998</p> <p>904 / 702-6111          Fax: 904 / 702-6053</p> <p>904 / 639-8547          Fax: 904 / 639-8647</p> <p>904 / 652-0311          Fax: 904 / 652-0316</p>
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### **Perinatology services can only be ordered by an OB provider**

Prior authorization from the FHCP Central Referrals is not needed. The requesting OB provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

## **PERIPHERAL VASCULAR INTERVENTION**

<p><b>EFN-</b> Stephen Minor, M.D. #10P180          Patients 18 years and older</p>	<p>FHCP Center          315 Palm Coast Pkwy., N.E., Ste. 4, Palm Coast, FL 32137</p> <p><b>MEDICAL RECORDS FAX – 386 / 481-5009</b></p>	<p>386 / 238-3289          Fax: 386 / 238-3296</p>
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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**PET SCAN**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**(H) – Outpatient Hospital Department/Facility**  
**(N) – Outpatient Non-Hospital Facility**  
**Out of pocket costs may vary depending on location or benefit plan**

Complete the FHCP Pet-Pet CT Prior Authorization Form. Attach pertinent documentation to substantiate the request and forward by fax (386 / 238-3253) or courier, to FHCP’s Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level.

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**PHARMACY-PREFERRED RETAIL PHARMACY**

**PREFERRED MEANS LOWER COST FOR MEMBERS**

**Extended Day Supply: Your prescription can be filled for a 93 day supply if the drug is eligible for an extended day supply. All Preferred Retail and Standard Retail Pharmacies offer an extended day supply.**

<b>FHC- FHCP Pharmacy</b>	200 Southpark Blvd., Ste. 206, St. Augustine, FL 32086 Monday – Friday 8:30 am – 6:00 pm Sat. 9:00 am – 1:00 pm	904 / 295- 3677 Fax : 904 / 295-3689
<b>FHC- FHCP Pharmacy</b>	145 City Place, Suite 100, Palm Coast, FL 32164 Monday – Friday 8:30 am – 6:00 pm Sat. 9:00 am – 1:00 pm	386 / 302-0977 Fax : 386 / 302-0978
<b>FHC- FHCP Pharmacy</b>	309 Palm Coast Parkway, Palm Coast, FL 32137 Monday – Friday 8:30 am – 6:00 pm Sat. 9:00 am – 1:00 pm	386 / 446-9447 Fax: 386 / 446-6983
<b>FHC- FHCP Mail Order Pharmacy</b> NOT OPEN TO PUBLIC	P.O. Box 11696, Daytona Beach, FL 32120	386 / 676-7126 800 / 232-0216 Fax: 386 / 676-7165

**PHARMACY-STANDARD RETAIL PHARMACY**

**THE FOLLOWING PHARMACIES CAN FILL FHCP PRESCRIPTIONS ALL DAY – DURING BUSINESS HOURS**

<b>EFN- Publix (Flagler Community Pharmacy)</b> <b>EFN- Publix</b>	300 Health Park Blvd., St. Augustine, FL 32086 All Publix, all counties	
<b>EFN- Walgreens</b> Except After Hours stores listed below**	St. John’s and Duval Counties For outside of St. Johns and Duval Counties, please use the “find a Pharmacy” search at <a href="http://www.fhcp.com">www.fhcp.com</a> to locate the in-network Walgreens near you.	

**\*\*THE FOLLOWING FHCP CONTRACT PHARMACIES CAN FILL FHCP PRESCRIPTIONS AFTER HOURS**

**After hours defined as: M-F 6pm- 8am, All Weekends & FHCP Holidays**

<b>EFN- Walgreens</b>	1109 Palm Coast Pkwy. SW, Palm Coast, FL 32137	386 / 445-7041 Fax: 386 / 446-8088
<b>EFN- Walgreens</b>	2075 US-1, St. Augustine, FL 32086	904 / 829-5240 Fax: 904 / 824-3390
<b>EFN- Walgreens</b>	2801 N. Ponce De Leon Blvd., St. Augustine, FL 32084	904 / 810-2200 Fax: 904 / 810-2290

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## **PHARMACY-PREFERRED RETAIL PHARMACY – FHCP MEDICARE MEMBERS**

### **PREFERRED MEANS LOWER COST FOR MEMBERS**

**Extended Day Supply: Your prescription can be filled for a 93 day supply if the drug is eligible for an extended day supply. All Preferred Retail and Standard Retail Pharmacies offer an extended day supply.**

<b>FHC- FHCP Pharmacy</b>	200 Southpark Blvd., Ste. 206, St. Augustine, FL 32086 Monday – Friday 8:30 am – 6:00 pm Sat. 9:00 am – 1:00 pm	904 / 295- 3677 Fax : 904 / 295-3689
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## **PHARMACY-STANDARD RETAIL PHARMACY – FHCP MEDICARE MEMBERS ONLY**

### **THE FOLLOWING PHARMACIES CAN FILL FHCP PRESCRIPTIONS ALL DAY DURING BUSINESS HOURS FOR FHCP MEDICARE MEMBERS ONLY**

Publix Pharmacy - Ponte Vedra Beach FHCP MEDICARE MEMBERS ONLY	220 Front St., Ponte Vedra Beach 32082 3777 Palm Valley Rd., Ponte Vedra Beach 32082 120 Marketside Ave., Ponte Vedra Beach, 32081	904 / 280-5441 904 / 273-6667 904 / 825-1913
Publix Pharmacy - Saint Johns FHCP MEDICARE MEMBERS ONLY	450 SR 13, Saint Johns, FL 3259 2845 Co. Rd. 210 W, Saint Johns, FL 32259 2750 Racetrack Rd. St. Johns, FL 32259	904 / 230-3207 904 / 230-3933 904 / 230-3965
Publix Pharmacy - St. Augustine FHCP MEDICARE MEMBERS ONLY	84 Tuscan Way, St. Augustine, FL 32092 55 Ava Way, St. Augustine, FL 32084 1033 A1A Beach Blvd., St. Augustine, FL 32080 955 State Rd. 16, St. Augustine, FL 32084 125 Jenkins St. , St. Augustine, FL 32086	904 / 940-2894 904 / 827-1453 904 / 461-0236 904 / 819-6774 904 / 810-6823
Walgreens Pharmacy - Jacksonville FHCP MEDICARE MEMBERS ONLY	105 Julington Plaza Dr. Jacksonville, FL 32259 2839 CR 210 W., Jacksonville, FL 32259 390 SR 13 N., Jacksonville, FL 3259	904 / 287-5656 904 / 287-5476 904 / 230-4696
Walgreens Pharmacy – Ponte Vedra FHCP MEDICARE MEMBERS ONLY	860 A1A N., Ponte Vedra, FL 32082	904 / 543-0762
Walgreens Pharmacy – St. Augustine FHCP MEDICARE MEMBERS ONLY	116 Blackford Way, St. Augustine, FL 32086	904 / 436-0006
Winn Dixie – Ponte Vedra Beach FHCP MEDICARE MEMBERS ONLY	290 Solana Rd., Ponte Vedra Beach, FL 32082	904 / 543-8678

Additional Pharmacy information on the following page

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**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.

**TFN-** Total Flagler Network is Tier 2 in the Flagler Health+ HCHP Network.

FHCP Medicare can use FCH and EFN providers.

## **PHARMACY-STANDARD RETAIL PHARMACY – FHCP MEDICARE MEMBERS ONLY**

**THE FOLLOWING PHARMACIES CAN FILL FHCP PRESCRIPTIONS ALL DAY DURING BUSINESS HOURS FOR FHCP MEDICARE MEMBERS ONLY**

Winn Dixie – St. Augustine FHCP MEDICARE MEMBERS ONLY	3551 N. Ponce DeLeon Blvd., St. Augustine, FL 32086	904 / 824-3922
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## **PHYSICAL MEDICINE AND REHABILITATION SERVICES**

**Physical Medicine and Rehabilitation Providers specialize in the non-operative physical medicine services specific to musculoskeletal conditions.**

<b>EFN-</b> Tyler Jay Staley, M.D. #10X029 Patients 5 years and older	FHCP Center 309 Palm Coast Parkway, Palm Coast, FL 32137  <b>MEDICAL RECORDS FAX – 386 / 481-5009</b>	386 / 445-7073 Fax: 386 / 447-7092
<b>EFN-</b> Robert Silvera, M.D. #063427 Patients 18 years and older	800 Zeagler Dr., Ste. 610, Palatka  105 Southpark Blvd., St. Augustine, FL 32086	386 / 325-8525 Fax: 386 / 325-8526 386 / 325 -8525 Fax: 386 / 325-8526
<b>EFN-</b> Manuel Lopez, M.D. #071548 Patients 18 years and older	Seaside Spine and Pain Center 4863 Palm Coast Pkwy., NW, Stes. 2 & 3, Palm Coast, FL 32137  300 Health Park Blvd., Ste. 5008. St. Augustine, FL 32086	386 / 222-7746 Fax: 386 / 310-2381 386 / 222-7746 Fax: 386 / 310-2381

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocols.

109 9/01/19 ST.JOHN'S

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## **PODIATRY**

<b>FCH-</b> Thomas LeBeau, D.P.M. #10W831 Patients 18 years and older	St. Augustine Foot & Ankle, Inc. 1 St. Johns Medical Park Dr., St. Augustine, FL 32086	904 / 824-0869 Fax: 904 / 826-0966
<b>FCH-</b> Beth Pearce, D.P.M. #130513 All Ages	Orthopaedic Associates of St. Augustine 3055 CR210 West, Ste. 110, St. Johns, FL 32259  One Orthopaedic Pl., St. Augustine, FL 32086	904 / 825-0540 Fax: 904 / 825-2490
<b>FCH-</b> Ryan Pereira, D.P.M. #10F665 All Ages	Anastasia Medical Group, LLC 1301 Plantation Island Dr., Ste. 203A, St. Augustine, FL 32080	904 / 461-0821 Fax: 904 / 461-0823
<b>FCH-</b> Rosana Rodriguez, D.P.M. # 061086 <b>FCH-</b> Jeffry Haney, D.P.M. #078336 All Ages	All About Feet & Legs, P.A. 6 St. Johns Medical Park Dr., St. Augustine, FL 32086	904 / 823-3301 Fax: 904 / 826-3228
<b>FCH-</b> Jerry Weed, Jr., D.P.M. #138226 Patients 2 years and older	Flagler Family Medicine, P.A. 130 Health Park Blvd., St. Augustine, FL 32086	904 / 826-3469 Fax: 904 / 808-4608
<b>EFN-</b> Zachery P. Barnett, D.P.M. #056978 <b>EFN-</b> Andrew Green, D.P.M. #005587 <b>EFN-</b> Hilaree B. Milliron, D.P.M. #043201 <b>EFN-</b> Dennis McBroom, D.P.M. #10F763 <b>EFN-</b> Sona Ramdath Jr., D.P.M. #10T330 <b>EFN-</b> James Rust, III, D.P.M. #000031 <b>EFN-</b> Laura M. Walton, D.P.M. #042420 Infants and older	Atlantic Foot & Ankle Associates 21 Hospital Drive, Suite 170, Palm Coast, FL 32164	386 / 586-7373 Fax: 386 / 586-7346

**INSTRUCTIONS:** Member can call and schedule an appointment with this provider directly without any paperwork being completed.

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FHCP Medicare can use FCH and EFN providers.

## **PRIMARY CARE**

Participating Primary Care Physicians can be found on our website at <https://providersearch.fhcp.com/>.

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### **PROVIDERS OR FACILITIES NOT LISTED IN FHCP DIRECTORIES**

This would include all providers and hospitals that are out of the FHCP network. It also includes supplemental providers not listed in FHCP Provider Directories.

Referrals to Providers who do not participate in FHCP's HMO Network or certain providers and facilities that supplement FHCP's Network require prior authorization by FHCP. Referral to a non-participating or supplemental provider may be considered for approval under the following circumstances:

1. A particular skill or service is not available from FHCP Network Providers
2. A Network Provider is not available or accessible within established availability time frames
3. The Network Provider is not geographically accessible to the member

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

**Please include the requested provider's complete name, address and telephone number.**

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

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## **PROVIDER PORTAL**

**REGISTRATION** - Registration for the FHCP Provider Portal is available at [www.fhcp.com](http://www.fhcp.com). Click on the Provider Portal link in the upper left hand corner. You will need your organization's Tax and Vendor ID to complete the registration process.

## **FHCP ELECTRONIC REFERRAL PROCESS**

**The Florida Health Care Plans (FHCP) Electronic Referral Process is under construction as we are working on building a new platform for authorization submissions. Effective immediately, please fax your requests for Prior Authorization to the FHCP Central Referral Department at 386-238-3253 or 855-442-8398.**

**THANK YOU**

112 9/01/19 ST.JOHN'S

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FHCP Medicare can use FCH and EFN providers.



## **PSYCHIATRY / BEHAVIORAL HEALTH**

Prior authorization is **NOT REQUIRED** by the FHCP Central Referral Department for these services:

- CBT- Cognitive screening/Behavioral therapy
- CISM – Critical Incident Stress Management counseling/treatment
- EMDR – Eye Movement Desensitization and Reprocessing
- PTSD – Post Traumatic Stress Syndromes counseling/treatment

Prior authorization **IS REQUIRED** by the FHCP Central Referral Department for these services:

**NLP – Neuro-linguistic programming**  
**Neuropsychological evaluation**  
**Rapid Trauma Resolution**  
**Transcranial Magnetic Stimulation**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

[Additional Psychiatry information on the following page.](#)

113 9/01/19 ST.JOHN'S

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**PSYCHIATRY / BEHAVIORAL HEALTH (continued)**

<p><b>FCH-</b> Russell Denea, M.D. #068316 Patients 18 years and older</p>	<p>Russell Denea, M.D., LLC 4102 A1A South, St. Augustine, FL 32080</p>	<p>904 / 471-1300 Fax: 904 / 471-1333</p>
<p><b>FCH-</b> Todd Broder, M.D. #10U756 <b>FCH-</b> James Dent, M.D. # 006452 <b>FCH-</b> Russell Denea, M.D. #061125 <b>FCH-</b> Heather Luing, M.D. #045766 <b>FCH-</b> Robert Olds Jr., M.D. #061092 Patients 18 years and older</p>	<p>Flagler Behavioral Health Outpatient 201 Healthpark Blvd., Ste. 211, St. Augustine, FL 32086  Center for TMS 150 Southpark Blvd., Ste. 208, St. Augustine, FL 32086</p>	<p>904 / 819-2295 Fax: 904 / 819-2294</p>
<p><b>EFN-</b> Jared Ritter, M.D. #041010 Newborn and older <b>EFN-</b> Susan Mounteer, LMFT #007654 Patients 2 years and older</p>	<p>FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137  <b>MEDICAL RECORDS FAX – 386 / 481-5009</b></p>	<p>386 / 445-7073 Fax: 386 / 246-3839</p>
<p><b>EFN-</b> Michael Meehan, L.C.S.W. #10F581 <b>EFN-</b> Melanie Nuszowski, Ph. D. #106197 <b>EFN-</b> Stuart Townsend, Ph.D. #061953 <b>EFN-</b> Vanessa Townsend, Psy. D. #061952 Patients 5 years and older</p>	<p>Dr. Townsend and Associates, P.A. 9. Saint Johns Medical Park Dr., St. Augustine, FL 32086  3750 International Golf Pkwy., St. Augustine, FL 32092  6910 Old Wolf Bay Rd., Palatka, FL 32177</p>	<p>904 / 797-2705 Fax: 904 / 797-2820 904 / 797-2705 Fax: 904 / 797-2820 386 / 328-4955 Fax: 904 / 797-2820</p>
<p><b>EFN-</b> Benjamin Lacy, M.D. #067550 Patients 5 years and older</p>	<p>Flagler Psychiatric Associates 6277 A1A South, Unit 202, St. Augustine, FL 32080</p>	<p>904 / 907-1070 Fax: 904 / 660-5868</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

[Additional Psychiatry information on the following page](#)

114 9/01/19 ST.JOHN’S

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**PSYCHIATRY / BEHAVIORAL HEALTH (continued)**

<b>EFN-</b> Jontie Hays, LCSW #061490 Patients 5 years and older	Oceanside Family Counseling Center, LLC 721 A1A Beach Blvd., Ste. 5, St. Augustine, FL 32080	904 / 461-3313 Fax: 904 / 461-3312
<b>EFN-</b> Todd Broder, M.D. #068231 <b>EFN-</b> Heather Luing, M.D. # 068233  Non-Medicare Patients 18 years and older	Florida Center for TMS 811 State Road 206 East, Unit 1, St. Augustitne, FL 32086  150 Southpark Blvd., Ste. 208, St. Augustine, FL 32086	904 / 429-7076 Fax: 904 / 342-2106
<b>EFN-</b> Meera Goyal, M.D. #056144 <b>EFN-</b> Edith Hidalgo, M.D. #056145 <b>EFN-</b> Satyen Madkaiker, M.D. #10R791	River Point Behavioral Health 6300 Beach Blvd. Jacksonville, FL 32216	904 / 724-9202 Fax: 904 / 724-7395
<b>EFN-</b> Pamela Derr, LMHC #133293 Patients 12 years and older	389 Palm Coast Pkwy., SW Ste. 4, Palm Coast, FL 32137	386 / 503-9674 Fax: 386 / 868-4567
<b>EFN-</b> Satyen Madkaiker, M.D. #10R791	Satyen P. Madkaiker, M.D. 3947 Salisbury Rd., Jacksonville, FL 32216  6300 Beach Blvd., Jacksonville, FL 32216	904 / 296-3533 Fax: 904 / 296-3536 904 / 724-9202
<b>EFN-</b> Jill C. Nicolino, Psy.D. #061962 All Ages	4475 U.S. Hwy. 1, South Ste. 609, St. Augustine, FL 32086	828 / 242-9553 Fax: 904 / 395-9500
<b>EFN-</b> Peter Poulos, M.D. #044948 <b>EFN-</b> Donna Rethemeyer, LCSW #042750 All ages	Flagler Mental Health Center, P.A. 2729 E. Moody Blvd., Ste. 105, Bunnell, FL 32110  3424 St. Johns Ave., Palatka, FL 32177	386 / 313-1989 Fax: 386 / 206-1057 386 / 313-1989 Fax: 386 / 206-1057
<b>EFN-</b> Sara Riley, LMHC #011510 Patients 2 years and older	397 SW Palm Coast Pkwy., #5, Palm Coast, FL 32137	386 / 986-2222 Fax: 386 / 986-2200

Additional Psychiatry information on the following page

115 9/01/19 ST.JOHN'S

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**PSYCHIATRY / BEHAVIORAL HEALTH (continued)**

<b>EFN-</b> Robert W. Olds, M.D., P.A. #068701 <b>EFN-</b> Linda Olds, LCSW #068700 Patients 18 years and older	301 Health Park Blvd., Ste. 326, St. Augustine, FL 32086	904 / 819-5155
<b>EFN-</b> Stacy Savage, L.M.H.C. #10Q548 Patients 4 years and older Non-Medicare Members	Solutions Counseling and Consulting 381 SW Palm Coast Pkwy., Ste. 1, Palm Coast, FL 32137	386 / 597-2904 Fax: 386 / 597-2903
<b>EFN-</b> SMA Behavioral Health Services, Inc. Adult and Adolescent	200 San Sebastian Way, St. Augustine, FL 32084	904 / 209-6200 Fax: 904 / 209-6201 800 / 539-4228
<b>EFN-</b> Kathleen Vacchelli, ARNP #142680 Patients 5 years and older	Atlas Behavioral Health 50 Leanni Way, Ste. B-3, Palm Coast, FL 32137	386 / 283-2929 Fax: 386 / 264-6254
<b>EFN-</b> Jennifer Warmka, LCSW #057543 Patients 5 years and older	Journey to Wellness 300 Palm Coast Pkwy., NE, Palm Coast, FL 32137	386 / 530-6796 Fax: 386 / 530-6797
<b>EFN-</b> Frank Morelli, LMHC #068646 Patients 10 years and older Non-Medicare Members	Optimum Behavioral Care 12412 San Jose Blvd., Ste. 401, Jacksonville, FL 32223	904 / 410-6324 Fax: 855 / 823-3434
<b>EFN-</b> David Bortnick, PhD, PsyD #068647 Patients 16 years and older	100 East Town Pl., Unit 209, St. Augustine, FL 32092	904 / 484-2145 Fax: 904 / 494-0303

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

[Additional Psychiatry information on the following page](#)

116 9/01/19 ST.JOHN'S

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**PSYCHIATRY / BEHAVIORAL HEALTH (continued)**

<p><b>EFN-</b> Emanuel Martinez, M.D. #120277  <b>EFN-</b> Sandra Currie, LMHC #068943  <b>EFN-</b> Carl Holmes, LCSW #68945  <b>EFN-</b> Polly W. Peterson, PhD. #068972  <b>EFN-</b> Geraldine Rodrigues-Pratt, ARNP #068972  <b>EFN-</b> Cindy Wilson, ARNP #068978            Patients 18 years and older</p>	<p>Emanuel Martinez, M.D. and Associates, P.A.            315 West Town Pl., Ste. 3, St. Augustine, FL 32092</p>	<p>904 / 940-2200            Fax: 904 / 940-2201</p>
<p><b>EFN-</b> Richard Greer, M.D. #078143            All ages</p>	<p>Richard A. Greer, M.D.            6277 A1A S., Unit 202, St. Augustine, FL 32080</p>	<p>904 / 295-3685            Fax: 904 / 295-3686</p>
<p><b>EFN-</b> EPIC Behavioral Healthcare            Eligible FHCP Members ages 4 years and older who are Non-Medicare</p>	<p>EPIC Behavioral Healthcare            1400 Old Dixie Highway, St. Augustine, FL 32084             3574 US 1 South, St. Augustine, FL 32086</p>	<p>904 / 829-2273            Fax: 904 / 824-0724            904 / 417-7100            Fax: 904 / 824-0724</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p><b>TFN-</b> Baptist Behavioral Health</p>	<p>800 Prudential Dr., Jacksonville, FL 32207</p>	<p>904 / 202-2000</p>
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

**Substance Abuse Information can be found under the heading SUBSTANCE ABUSE.**

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**PSYCHIATRY / BEHAVIORAL HEALTH – CHILD & ADOLESCENT**

<b>EFN-</b> Monique L. Upton, M.D. #10W539 Patients 2 years and older  <b>MEDICAL RECORDS FAX – 386 / 481-5009</b>	FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137	386 / 445-7073 Fax: 386 / 246-3839
<b>EFN-</b> Richard Greer, M.D. #078143 All ages	Richard A. Greer, M.D. 6277 A1A S., Unit 202, St. Augustine, FL 32080	904 / 295-3685 Fax: 904 / 295-3686

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

**SEND RECENT H&P, RECENT LABS, LAST DICTATON AND LIST OF MEDICATIONS**

118 9/01/19 ST.JOHN’S

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## **PSYCHIATRY / BEHAVIORAL HEALTH / INPATIENT**

<b>FCH-</b> Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-2295
<b>EFN-</b> Central Florida Behavioral Hospital	6601 Central Florida Pkwy., Orlando, FL 32821	407 / 370-0111
<b>EFN-</b> River Point Behavioral Health	6300 Beach Blvd., Jacksonville, FL 32216	904 / 724-9202
<b>EFN-</b> Shands Vista	4101 N.W. 89 <sup>th</sup> Blvd., Gainesville, FL 32606	352 / 733-0111
<b>EFN-</b> Wekiva Springs Center	3947 Salisbury Rd., Jacksonville, FL 32216	904 / 296-3533

**INSTRUCTIONS:** The requesting provider should instruct the member to present themselves to one of the above facilities for screening. Pre-authorization from the FHCP Referral Department **is not needed** for the initial 24 hour admission. However, the admitting facility must notify FHCP's Case Management Department **within 1 business day of the admission and provide clinical information for the authorization of continued inpatient care.** FHCP Case Management Department – 386 / 676-7187.

**Substance Abuse Information can be found under the heading SUBSTANCE ABUSE.**

119 9/01/19 ST.JOHN'S

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## **PULMONARY FUNCTION TESTS (PFTs with DLCO)**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

### **NO INHALERS OR NEBULIZER TREATMENTS 4 HOURS PRIOR TO APPOINTMENT**

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

120 9/01/19 ST.JOHN'S

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## PULMONARY REHABILITATION

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

121 9/01/19 ST.JOHN'S

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 FHCP Medicare can use FCH and EFN providers.

## **PULMONOLOGY**

<b>FCH-</b> Javier Aduen, M.D. #10AJ64 <b>FCH-</b> Usman Faisal, M.D. #042122 <b>FCH-</b> Husain Kishwar, M.D. #009489 Patients 18 years and older	Pulmonary Associates of St. Augustine 300 Health Park Blvd., Ste. 4000 St. Augustine, FL 32086	904 / 824-8666 Fax: 904 / 824-8933
<b>FCH-</b> Sebastian Josephkutty, M.D. #131797 Patients 18 years and older	North Florida Specialists in Lung Diseases 301 Health Park Blvd., Ste 326 St. Augustine, FL 32086	904 / 824-4532 Fax: 904 / 824-4024
<b>FCH-</b> Manoj Prakash, M.D. # 003801	Manoj Prakash, M.D. PA 2758 U.S. Hwy. 1, South St. Augustine, FL 32086	904 / 797-2338 Fax: 904 / 797-2331
<b>EFN-</b> Saligrama Bhat, M.D. Patients 5 years and older	Flagler Diagnostic & Sleeping Disorder, Inc. 4721 East Moody Blvd., Bldg. 1, Ste. 104 Bunnell, FL 32110	386 / 586-6229 Fax: 386 / 263-2975
<b>EFN-</b> Bernard Borbely, M.D. #117588 <b>EFN-</b> Martin Kubiet, M.D. #003148 <b>EFN-</b> Ramzi Shaqareq, M.D. #10J052 Patients 18 years and older Patients to bring films	First Coast Pulmonary Associates 100 Whetstone Pl., Ste. 208 St. Augustine, FL 32086  6 Florida Park Dr., N., Ste. B Palm Coast, FL 32137	386 / 986-1422 Fax: 386 / 986-1415 386 / 986-1422 Fax: 386 / 986-1415
<b>EFN-</b> Wahba Wahba, M.D. #003854 All Correspondence, appointments and phone calls will be handled through the Daytona Beach office.	Sleep-Wake Disorder Center of Daytona, P.A. 4869 Palm Coast Pkwy., Suite 4 Palm Coast, FL 32137	386 / 258-7100 Fax: 386 / 253-1843

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

[Additional Pulmonology information on the following page](#)

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**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.

**TFN-** Total Flagler Network is Tier 2 in the Flagler Health+ HCHP Network.

FHCP Medicare can use FCH and EFN providers.

**PULMONOLOGY (continued)**

TFN- Baptist Pulmonary Specialists (Nassau)	1348 S 18 <sup>th</sup> St. Ste. 210, Fernandina Beach, FL 32034	904 / 261-9108
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

**PULMONOLOGISTS CAN PERFORM SPIROMETRY TESTING IN THEIR OFFICES  
FOR THEIR FHCP MEMBERS**

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**PULMONARY - PEDIATRIC**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## REPORTABLE DISEASES/CONDITIONS

St. John's County Health Department	All St. John's County Services are available at this phone and fax number	904 / 209-3250 Fax: 904 / 823-2380
Putnam County Health Department	All Putnam County Services are available at this phone and fax number	386 / 326-3200 Fax: 386 / 326-3350

The Animal Incident Reporting Form should be filled out by the reporter (staff member) and not the victim.

An animal bite report must be submitted before the rabies series can be started. The report form needed for this is located on [www.fhcp.com](http://www.fhcp.com), PROVIDERS-FORMS.

Prior authorization from the FHCP Central Referrals is not needed.

For a list of Reportable Diseases/Conditions in Florida visit:

[http://www.floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/documents/reportable\\_diseases/documents/Reportable\\_Diseases\\_List\\_Practitioners.pdf](http://www.floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/documents/reportable_diseases/documents/Reportable_Diseases_List_Practitioners.pdf)

Forms needed for reporting diseases and conditions to the State of Florida can be found on [www.fhcp.com](http://www.fhcp.com), PROVIDERS-FORMS

ADDITIONAL INFORMATION ON REPORTABLE DISEASES IS PROVIDED IN CHAPTER 10 OF THE FHCP PROVIDER HANDBOOK

<http://www.fhcp.com/providers/services/provider-handbook>

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## **RHEUMATOLOGY**

<b>FCH-</b> James Mossell III, D.O. #075070 Patients 16 years and older	Internal Medicine Associates of St. John's County 16 St. Johns Medical Park Drive, St. Augustine, FL 32086  381 Palm Coast Parkway, Ste., 5 Palm Coast, FL 32137	904 / 794 - 5411 Fax: 904 / 794-4224  386 / 446-4255 Fax: 386 / 447-8821
<b>FCH-</b> Marish Relan, M.D. #069284 Patients 18 years and older	Arthritis & Rheumatology Care Center, P.A. 9191 RG Skinner Pkwy., Ste 401, Jacksonville, FL 32256  800 Zeagler Dr., Ste. 430, Palatka, FL 32177	904 / 503-6999 Fax: 904 / 503-6998 904 /503-6999 Fax: 904 / 503-6998

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist Rheumatology Providers	1660 Prudential Dr. Jacksonville, FL 32207	904 / 396-8656
	520 A1A North, Ponte Vedra Beach, FL 32082	904 / 396-8656
	14810 Old St. Augustine Rd. , Jacksonville, FL 32258	904 / 292-4111

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

## **RHEUMATOLOGY - PEDIATRICS**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **SKILLED NURSING FACILITY**

<b>EFN-</b> Flagler Health and Rehabilitation Center #000814	300 Dr. Carter Blvd., Bunnell, FL 32110	386 / 437-4168 Fax: 386 / 437-7740
<b>EFN-</b> Grand Oaks Health & Rehabilitation Center #122441	3001 Palm Coast Parkway, SE, Palm Coast, FL 32137	386 / 446-6060 Fax: 386 / 446-6033
<b>EFN-</b> Samantha Wilson Care Center #061615	161-A Marine St., St. Augustine, FL 32086	904 / 829-3475 Fax: 904 / 808-9918
<b>EFN-</b> The Ponce Therapy Care Center	1999 Old Moultrie Rd., St. Augustine, FL 32084	904 / 824-3311
<b>EFN-</b> Palatka Health Care Center #067889	110 Kay Larkin Dr., Palatka, FL 32177	386 / 325-0173

**INSTRUCTIONS:** Hospital in-patient will be placed through Florida Health Care Plan Case Management Department at 386 / 676-7187. Florida Health Care Plans offers no custodial coverage. Any questions regarding member being placed from home or clarification of skilled vs. custodial, please contact Case Management Department at 386 / 676-7187.

**Admissions to skilled level of care require prior authorization through the FHCP Case Management Dept. at 386 / 676-7187 or 800 / 352-9824, Ext. 7187**

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## **SLEEP DISORDER PROVIDERS**

<b>FCH- Flagler Health+</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4358 Fax: 904 / 819-4961
<b>FCH- Manoj Prakash, M.D. #003801</b> Patients 18 years and older	Manoj Prakash, M.D. PA 2758 U.S. Hwy. 1, South St. Augustine, FL 32086	904 / 794-2338 Fax: 904 / 797-2331
<b>EFN- Bernard Borbely, M.D. #117588</b> <b>EFN- Martin Kubiet, M.D. #003148</b> <b>EFN- Ramzi Shaqareq, M.D. #10J052</b> Patients 18 years and older	First Coast Pulmonary Associates, P.A. 3 Pine Cone Drive, Suite 106, Palm Coast, FL 32137	386 / 986-1422 Fax: 386 / 986-1415
<b>EFN- Flagler Diagnostic and Sleep Disorders Center</b> Patients 5 years and older	4721 East Moody Blvd., Bldg. 1, Suite 104, Bunnell, FL 32110	386 / 586-6229 Fax: 386 / 263-2975
<b>EFN- Wahba Wahba, M.D. #003854</b> All Correspondence, appointments and phone calls will be handled through the Daytona Beach office.	Sleep-Wake Disorder Center of Daytona, P.A. 4869 Palm Coast Pkwy., Suite 4 Palm Coast, FL 32137	386 / 258-7100 Fax: 386 / 253-1843

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **SLEEP DISORDER PROVIDER – HOME STUDIES**

<b>EFN-</b> Wahba W. Wahba, M.D. #003854  All correspondence, appointments and phone calls will be handled through the Daytona Beach office.	Sleep-Wake Disorder Center of Daytona, P.A. 4869 Palm Coast Pkwy., Suite 4 Palm Coast, FL 32137	386 / 258-7100 Fax: 386 / 253-1843
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax (386 / 238-3253) or courier, to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **SLEEP DISORDER PROVIDER – PEDIATRIC**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **SUBSTANCE ABUSE - DETOXIFICATION & INPATIENT CARE**

SMA Behavioral Health Services, Inc.	1150 Red John Drive, Daytona Beach, FL 32124 Inpatient Crisis Stabilization Inpatient Detox	800 / 539-4228
<b>EFN-</b> EPIC Behavioral Healthcare Eligible FHCP Members ages 4 years and older who are Non-Medicare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084 3574 US 1 South, St. Augustine, FL 32086	904 / 829-2273 Fax: 904 / 824-0724 904 / 417-7100 Fax: 904 / 824-0724

**INSTRUCTIONS:** The requesting provider should instruct the member to present themselves to one of the above facilities for screening.

Pre-authorization from the FHCP Referral Department **is not needed** for the initial 24 hour detox admission. However, the admitting facility must notify FHCP's Case Management Department **within 1 business day of the admission and provide clinical information for the authorization of continued inpatient care.**

**Contact FHCP Case Management Department at 386 / 676-7187. Toll Free Number 1 / 866 / 676-7187**

**Fax number for sending records 386 / 615-4058**

**After Hours and Holidays – Call the FHCP Call Center at 386 / 226-4542**

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## **SUBSTANCE ABUSE - INTENSIVE OUTPATIENT PROGRAM**

<b>FCH-</b> Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4040 Fax: 904 / 819-4041
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

## **SUBSTANCE ABUSE – INTENSIVE OUTPATIENT PROGRAM**

<b>EFN-</b> EPIC Behavioral Healthcare Eligible FHCP Members ages 4 years and older who are Non-Medicare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084 3574 US 1 South, St. Augustine, FL 32086	904 / 829-2273 Fax: 904 / 824-0724 904 / 417-7100 Fax: 904 / 824-0724
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**Intensive Outpatient Programs must have PRIOR AUTHORIZATION from FHCP.**

**Contact FHCP Case Management Department at 386 / 676-7187. Toll Free Number 1 / 866 / 676-7187**

**Fax number for sending records 386 / 615-4058**

**After Hours and Holidays – Call the FHCP Call Center at 386 / 226-4542**

**INTENSIVE OUTPATIENT PROGRAMS (IOP's) are one of the highest levels of care in an outpatient setting.**

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## **SUBSTANCE ABUSE - OUTPATIENT**

<b>FCH-</b> Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4040 Fax: 904 / 819-4041
<b>EFN-</b> SMA Behavioral Health Services, Inc. Adult and Adolescent	200 San Sebastian View Ste. 2033. Augustine, FL 32084	904 / 209-6200 800 / 539-4228
<b>EFN-</b> EPIC Behavioral Healthcare Eligible FHCP Members ages 4 years and older who are Non-Medicare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084  3574 US 1 South, St. Augustine, FL 32086	904 / 829-2273 Fax: 904 / 824-0724 904 / 417-7100 Fax: 904 / 824-0724

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

## **SUBSTANCE ABUSE - RESIDENTIAL**

SMA Behavioral Health Services, Inc. #00JP48 Adults Only	330 Kay Larkin Drive, Palatka, FL 32177	800 / 539-4228
<b>EFN-</b> EPIC Behavioral Healthcare Eligible FHCP Members ages 4 years and older who are Non-Medicare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084  3574 US 1 South, St. Augustine, FL 32086	904 / 829-2273 Fax: 904 / 824-0724 904 / 417-7100 Fax: 904 / 824-0724

**Residential Substance Abuse Programs must have PRIOR AUTHORIZATION from FHCP.**

**Contact FHCP Case Management Department at 386 / 676-7187. Toll Free Number 1 / 866 / 676-7187**

**Fax number for sending records 386 / 615-4058 After Hours and Holidays – Call the FHCP Call Center at 386 / 226-4542**

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FHCP Medicare can use FCH and EFN providers.

## **SURGERY-CARDIOVASCULAR**

<b>FCH-</b> Derek Muehrcke, M.D. #136338	Cardiothoracic & Vascular Surgery Associates 300 Health Park Blvd., Ste. 5000 St. Augustine, FL 32806	904 / 494-2394 Fax: 904 / 400-6676
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **SURGERY-GENERAL**

<b>FCH-</b> Michael Tessler, M.D. #139025 Patients 18 years and older	Michael P. Tessler, M.D. 232 South Park Circle, East, St. Augustine, FL 32086	904 / 829-2141
<b>FCH-</b> Michael Hsu., M.D. #049868 Patients 18 years and older	Michael Hsu, M.D. L.L.C. 201 Health Park Blvd., Ste. 107, St. Augustine, FL 32086	904 / 824-4277 Fax: 904 / 824-4490
<b>FCH-</b> John Koppman, M.D. #10D883 Patients 12 years and older	John S. Koppman, M.D., P.L. 201 Health Park Blvd., Ste. 103, St. Augustine, FL 32086	904 / 827-0093 Fax: 904 / 827-0094
<b>FCH-</b> Robert Marema, M.D. #10H772 <b>FCH-</b> Christine Routhier, M.D. #061126 Patients 18 years and older	US Bariatrics 300 Health Park Blvd., Ste. 5002, St. Augustine, FL 32086	904 / 819-1500 Fax: 904 / 819-5862
<b>EFN-</b> Steven Bower, M.D. #010391 Patients 14 years and older <b>EFN-</b> John J. Cascone, M.D. #049876 Patients 12 years and older <b>EFN-</b> Eric D. Pinnar, M.D. #047064 Patients 16 years and older	Memorial Hospital Flagler 61 Memorial Medical Parkway, Ste.3807, Palm Coast, FL 32164  61 Memorial Medical Parkway, Ste.3805, Palm Coast, FL 32164  61 Memorial Medical Parkway, Ste. 2815, Palm Coast, FL 32164	386 / 586-1780 Fax: 386 / 586-1781 386 / 586-1605 Fax: 386 / 586-1607 386 / 586-1850 Fax: 386 / 586-1851

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## **SURGERY-HAND**

<b>FCH-</b> John Stark, M.D. #10M204 All Ages	Orthopaedic Associates of St. Augustine 3055 CR210 West, Ste. 110, St. Johns, FL 32259  One Orthopaedic Pl., St. Augustine, FL 32086	904 / 825-0540 Fax: 904 / 825-2490 904 / 825-0540 Fax: 904 / 825-2490
<b>EFN-</b> Tamara R. Clancy, M.D. #006794 All ages	Volusia Hand Surgery Clinic 315 Palm Coast Parkway N.E., Suite. 4, Palm Coast, FL 32137 <b>Fax number listed is for Dr. Clancy's Port Orange Office</b>	386 / 246-3063 Fax: 386 / 788-0679

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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**SURGERY-NEURO**

<p><b>EFN-</b> Michael Petr, M.D. #069395 Patients 18 years and older</p>	<p>Jacksonville Brain &amp; Spine, PLLC 7807 Baymeadows Road East, Ste. 208, Jacksonville, FL 32256</p>	<p>904 / 330-0302 Fax: 904 / 330-0418</p>
<p><b>EFN-</b> Dennis Mark Murphy, M.D. #143848 Patients 18 years and older</p>	<p>FHMMC Brain &amp; Spine Surgery Associates Palm Coast Brain &amp; Spine Surgical Associates 120 Cypress Edge Dr., Ste. 208, Palm Coast, FL 32164</p>	<p>386 / 586-1658 Fax: 386 / 586-1680</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p><b>TFN-</b> Baptist- Lyerly Neurosurgery</p>	<p>800 Prudential Dr. #11, Jacksonville, FL 32207</p>	<p>904 / 388-6518 Fax: 904 / 393-7872</p>
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

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**SURGERY-ORAL**

<p><b>EFN-</b> Daniel Gesek, Jr., D.M.D. #002051 <b>EFN-</b> Michael Middlebrooks, D.M.D. #061948 <b>EFN-</b> Scott Imray, D.M.D. #002050 All Ages</p>	<p>Imray &amp; Gesek, DMD, PA 2047 Park St., Jacksonville, FL 32204</p> <p>1409 Kingsley Ave., Bldg. , Orange Park, FL 32073</p> <p>4232 Baymeadows Dr., Jacksonville, FL 323284</p>	<p>904 / 388-7665 Fax: 904 / 388-7664 904 / 264-7383 Fax: 904 / 264-7889 904 / 739-0690 Fax: 904 / 737-1045</p>
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**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **SURGERY-ORTHOPAEDICS**

<p><b>FCH-</b> Douglas K. Dew, M.D. #113132</p> <p>All Ages</p>	<p>Douglas K. Dew, M.D., P.A. 201 Health Park Blvd., Ste. 101, St. Augustine, FL 32086</p> <p>50 Cypress Point Parkway, Ste. C1-2, Palm Coast, FL 32137</p> <p>700 Zeagler Dr., Ste. 8, Palatka, FL 32177</p>	<p>904 / 825-2737 Fax: 904 / 825-2303</p> <p>386 / 447-2210 Fax: 904 / 825-2303</p> <p>386 / 328-9686 Fax: 904 / 825-2303</p>
<p><b>FCH-</b> James Grimes, M.D. #006389 <b>FCH-</b> Brian Haycook, M.D. #138698 <b>FCH-</b> Kurtis Hort, M.D. #113849 <b>FCH-</b> Sina Kasraeian, M.D. #036663 <b>FCH-</b> John Stark, M.D. #10M204 <b>FCH-</b> Albert Volk, M.D. #104629</p> <p>All Ages</p>	<p>Orthopaedic Associates of St. Augustine 3055 CR210 West, Ste. 110, St. Johns, FL 32259</p> <p>One Orthopaedic Pl., St. Augustine, FL</p> <p><b>PRACTICE PROVIDES SPORTS MEDICINE</b></p>	<p>904 /904-209-1382 Fax: 904 / 287-7876</p> <p>904 / 825-0540 Fax: 904 / 825-2490</p>
<p><b>FCH-</b> Todd Northrup, D.O. #009670</p> <p>Patients 12 years and older</p>	<p>Spartan Orthopedic Institute 475 W Town Pl., Ste. 106, St. Augustine, FL 32092</p> <p><b>PRACTICE PROVIDES SPORTS MEDICINE</b></p>	<p>904 / 466-1197 Fax: 904 / 823-8967</p>
<p><b>EFN-</b> Dennis Alter, M.D. #005138 <b>EFN-</b> David Gay, M.D. #10N313 <b>EFN-</b> Jeffrey Keen, M.D. #10U001 <b>EFN-</b> Corey Rosenbaum, D.O. #051951</p> <p>All ages</p>	<p>Flagler Orthopedics and Sports Medicine 21 Hospital Drive, Suite 110, Palm Coast, FL 32164</p>	<p>386 / 586-1910 Fax: 386 / 586-1912</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

**KNEE AND HIP REPLACEMENT - PRE-SURGICAL EDUCATION CAN BE OBTAINED AT FLAGLER HEALTH+**

[Additional Sugery-Orthopaedics information on the following page](#)

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**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.

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FHCP Medicare can use FCH and EFN providers.

**SURGERY-ORTHOPAEDICS (continued)**

<p><b>EFN-</b> Antony Denard, M.D. #05447  <b>EFN-</b> James Bryan, M.D. #006073  <b>EFN-</b> Richard K. Gaines, M.D. #10AB03  <b>EFN-</b> Antony Denard Jr., M.D. #054447  <b>EFN-</b> Albert Gillespy, M.D. #004452  <b>EFN-</b> Mark Gillespy, M.D. #004501  <b>EFN-</b> Jeffrey Martin, M.D. #107390  <b>EFN-</b> Todd McCall, M.D. #10B922  <b>EFN-</b> Brian Hatten, M.D. #125572  All ages</p>	<p>Orthopaedic Clinic Of Daytona Beach, P.A.  17 Old Kings Rd., N., Suite K, Palm Coast, FL 32137  All offices use the same phone number  Fax number for all referral and appointment information  This Orthopedic group prefers to order their own imaging so it is not required to order imaging just for the referral. However, if any imaging is available, please send with the patient.</p>	<p>386 / 255-4596  Fax: 386 / 323-9814</p>
<p><b>EFN-</b> Ronald Bathaw, M.D. #003959  All ages  Requires records prior to scheduling.</p>	<p>Palm Harbor Orthopaedics  80 Pinnacles Drive, Suite 700, Palm Coast, FL 32164</p>	<p>386 / 586-2234  Fax: 386 / 586-2885</p>
<p><b>EFN-</b> John Russell, M.D. #002854</p>	<p>Russell Orthopaedic Center, P.A.  315 Palm Coast Pkwy., N.E. Palm Coast, FL 32137</p>	<p>386 / 447-4440</p>

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p><b>TFN-</b> Baptist- Jacksonville Orthopaedic Institute</p>	<p>1325 San Marco Blvd. Ste 701, Jacksonville, FL 32207</p>	<p>904 / 346-3465  Fax: 904 / 996-9412</p>
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

**SEE PHYSICAL MEDICINE AND REHABILITATION SERVICES FOR ADDITIONAL BACK PAIN PROVIDERS**

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**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.  
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FHCP Medicare can use FCH and EFN providers.

## **SURGERY-PLASTIC**

<b>EFN-</b> Anh Vu, M.D. #10C031  All FHCP Members of all ages. Members under 18 must be accompanied by a legal guardian.	Harmony Medical 301 Health Park Blvd., St. Augustine, FL 32086	904 / 245-1320 Fax: 866 / 878-2261
<b>EFN-</b> Richard V. Cashio Jr., M.D. #10B744 Patients 18 years and older	61 Memorial Medical Pkwy., Ste. 2802, Palm Coast, FL 32164	386 / 313-1982 Fax: 386 / 313-1985

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **SURGERY-THORACIC**

<b>FCH-</b> Derek Muehrcke, M.D. #136338 Patients age 20 years and older	Cardiothoracic & Vascular Surgery Associates 300 Health Park Blvd., Ste. 5000, St. Augustine, FL 32806	904 / 819-5155 Fax: 904 / 494-0131
<b>EFN-</b> John A. Walsh, M.D. #011584 Patients 18 years and older	John A. Walsh, M.D., P.A. 14 Office Park Dr., Ste. 7, Palm Coast, FL 32137	386 / 302-5064 Fax: 386 / 302-5093

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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FHCP Medicare can use FCH and EFN providers.

## UROGYNECOLOGY/RECONSTRUCTIVE PELVIC SURGERY SERVICES

<b>EFN-</b> Jason R. Thompson, M.D. #138267 Patients 18 years and older	Florida Urogynecology & Reconstructive Surgery, PA 6885 Belfort Oaks Place, Ste 210, Jacksonville, FL 32216	904 / 652-0373 Fax: 904 / 652-0378
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

## SURGERY-VASCULAR

<b>FCH-</b> Derek Muehrcke, M.D. #136338 Patients 20 years and older	Cardiothoracic & Vascular Surgery Associates 300 Health Park Blvd., Ste. 5000, St. Augustine, FL 32806	904 / 494-2394 Fax: 904 / 494-0131
<b>EFN-</b> Stephen Minor, M.D. #10P180 Patients 18 years and older  PERIPHERAL VASCULAR INTERVENTION	FHCP Center 315 Palm Coast Pkwy., N.E., Ste. 4, Palm Coast, FL 32137  <b>MEDICAL RECORDS FAX – 386 / 481-5009</b>	386 / 238-3289 Fax: 386 / 238-3296
<b>EFN-</b> John A. Walsh, M.D. #011584 Patients 18 years and older	John A. Walsh, M.D., P.A. 14 Office Park Dr., Ste. 7, Palm Coast, FL 32137	386 / 302-5064 Fax: 386 / 302-5093

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

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## SURGICAL FACILITIES

<b>FCH-</b> Flagler Surgery Center	180 Southpark Blvd., St. Augustine, FL 32086	904 / 823-1447
<b>FCH-</b> Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>FCH-</b> Outpatient Surgery Center of St. Augustine	1 Orthopaedic Pl., Ste 200, St. Augustine, FL 32086	904 / 209-1400 Fax: 904 / 209-1401
<b>FCH-</b> St. Augustine Endoscopy Center, Inc.	212 Southpark Circle, E St. Augustine, FL 32086	904 / 824-6108 Fax: 904 / 823-9613
<b>EFN-</b> Eye Surgery Center of North Florida Out-patient surgical procedures in the speciality of Opthamology for members of St. Johns and Duval Counties	7205 Bonneval Rd., Jacksonville, FL 32256	904 / 296-4331 Fax: 904 / 861-3899
<b>EFN-</b> Jacksonville Beach Surgery Center	3316 S 3 <sup>rd</sup> St., Ste. 200, Jacksonville Beach, FL 32250	904 / 247-8181 Fax: 904 / 247-8101

### **ADMISSION - In-patient procedures**

**INSTRUCTIONS: INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

Please note: 23 hour observation is considered an Admission.

### **Out-patient procedures (All surgeries done on an out-patient basis)**

**INSTRUCTIONS: INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

If available, patients may have their pre-op testing (Labs, Chest x-ray & EKG) at the facility where the surgery is scheduled.

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FHCP Medicare can use FCH and EFN providers.

## **TERTIARY CARE CENTERS**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

## **TRANSPLANTS**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

Requests for Bone Marrow Transplants should indicate if the request is for an Allogenic or an Autologous transplant. You will be notified of the plans decision.

**\*\* Please do not make any arrangements for this service without prior authorization\*\***

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## ULTRASOUND TESTING

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

### **ALL BREAST ULTRASOUNDS, REQUESTED AFTER A MAMMOGRAM, ARE TO BE DONE AT THE FACILITY WHERE THE MAMMOGRAM WAS PERFORMED.**

Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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**URGENT CARE SERVICES**

<p><b>FCH-</b> CareSpot Express Healthcare</p>	<p>CareSpot Express Healthcare                  2095 US Hwy 1 S., St. Augustine, FL 32086                  Mon.-Fri. – 8 a.m.-8 p.m. Sat.-Sun. – 8 a.m.-6 p.m.</p>	<p>904 / 429-0001                  Fax: 904 / 824-9338</p>
	<p>1021 Cesery Blvd., Jacksonville, FL 32211                  Mon.-Fri. – 8 a.m.-8 p.m. Sat.-Sun. – 8 a.m.-5 p.m.</p>	<p>Phone: (904) 743-2466                  Fax: (904) 743-4070</p>
	<p>2401 Monument Rd., Jacksonville, FL 32225                  Mon.-Fri. – 8 a.m.-8 p.m. Sat.-Sun. – 8 a.m.-8 p.m.</p>	<p>Phone: (904) 642-0337                  Fax: (904) 642-0928</p>
	<p>410 Atlantic Blvd., Neptune Beach, FL 32266                  Mon.-Fri. – 8 a.m.-8 p.m. Sat.-Sun. – 8 a.m.-8 p.m.</p>	<p>Phone: (904) 241-0117                  Fax: (904) 241-0303</p>
	<p>13460 Beach Blvd., Unit 1, Jacksonville, FL 32224                  Mon.-Fri. – 8 a.m.-8 p.m. Sat.-Sun. – 8 a.m.-8 p.m.</p>	<p>Phone: (904) 854-1700                  Fax: (904) 223-5190</p>
	<p>12303 San Jose Blvd., Jacksonville, FL 32223                  Mon.-Fri. – 7 a.m.-9 p.m. Sat.-Sun. – 8 a.m.-8 p.m.</p>	<p>Phone: (904) 288-0277                  Fax: (904) 288-0414</p>
	<p>2032 Dunn Ave., Jacksonville, FL 32218                  Mon.-Fri. – 8 a.m.-8 p.m. Sat.-Sun. – 8 a.m.-8 p.m.</p>	<p>Phone: (904) 757-2008                  Fax: (904) 757-4623</p>
	<p>4498 Hendricks Ave., Jacksonville, FL 32207                  Mon.-Fri. – 7 a.m.-8 p.m. Sat.-Sun. – 8 a.m.-5 p.m.</p>	<p>Phone: (904) 854-1730                  Fax: (904) 402-8000</p>
	<p>8705-2 Perimeter Park Blvd., Jacksonville, FL 32216                  Mon.-Fri. – 7 a.m.-9 p.m. Sat.-Sun. – 8 a.m.-8 p.m.</p>	<p>Phone: (904) 248-3910                  Fax: (904) 248-3920</p>
<p>5964 Normandy Blvd., Jacksonville, FL 32205                  Mon.-Fri. – 7 a.m.-9 p.m. Sat.-Sun. – 8 a.m.-8 p.m.</p>	<p>Phone: (904) 378-0121                  Fax: (904) 378-0122</p>	

Additional Urgent Care information on the following page

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 FHCP Medicare can use FCH and EFN providers.



**URGENT CARE SERVICES (continued)**

<p><b>FCH-</b> Flagler Care Center Walk-in appointments</p>	<p>Flagler Care Center 120 Health Park Blvd., Ste. 1, St. Augustine, FL 32086 Mon-Fri 8:00 am Saturdays 8:00am Call practice to verify closing hours and holiday availability</p>	<p>904 / 823-3401 Fax: 904 / 829-8649</p>
<p><b>EFN-</b> MediQuick Urgent Care Center</p>	<p>6 Office Park Drive, Palm Coast, FL 32137 <b>After hours care only-</b> Mon. – Fri. 8:00 AM to 8:00 PM Saturday 8:00 AM to 6:00 PM Sundays and Holidays 10:00 AM to 5:00 PM</p> <p>140 Pinnacles Drive, Palm Coast, FL 32164 <b>After hours care only-</b> Mon – Fri 8:00 AM to 8:00 PM Saturday 8:00 AM to 6:00 PM Sundays and Holidays 10:00 AM to 5:00 PM</p>	<p>386 / 447-6615 Fax: 386 / 447-1266</p> <p>386 / 597-2829 Fax: 386 / 313-1923</p>

**FHCP urgent care facilities can be used after hours and when the member’s primary care physician is unavailable for those medical services required to prevent a serious deterioration of a member’s health that results from an unforeseen illness or injury.**

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

**FCH-** First Coast Health Alliance is Tier 1 in both networks. **EFN-** Extended Flagler Network is Tier 2 in the Flagler Plan Network.  
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## **UROLOGY**

<b>FCH-</b> Jeffrey Dann, M.D. #010952 <b>FCH-</b> Howard Epstein, M.D. #001664 <b>FCH-</b> Terrance Regan, M.D. #001842 <b>FCH-</b> Billy Vanasupa, D.O. # 077863  Patients 18 years and older	Atlantic Urology – A Division of Advanced Urology Institute 21 Hospital Drive, Suite 140, Palm Coast, FL 32164  240 South Park Circle E. St. Augustine, FL 32086	386 / 445-8530 Fax: 386 / 446-5087 904 / 824-1450 Fax: 904 / 824-1490
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<b>TFN-</b> Baptist Urology Group (Nassau)	1348 S 18th St., Ste. 230, Fernandina Beach, FL 32034	904 / 277-2003 Fax: 904 / 277-2006
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Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. FHCP POS members can call and schedule their own appointments with the Baptist Medical Center Providers.

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## **VACUUM ASSISTED CLOSURE DEVICES**

Please refer to the "Wound Care" section for instructions on ordering this service.

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**VARICOSE VEIN TREATMENT**

<b>FCH-</b> Rosana Rodriguez, D.P.M. # 061086 All Ages	All About Feet & Legs, P.A. 6 St. Johns Medical Park Dr., St. Augustine, FL 32086	904 / 823-3301 Fax: 904 / 826-3228
<b>FCH-</b> Ryan Pereira, D.P.M. #10F665 All Ages	Anastasia Medical Group, LLC 1301 Plantation Island Dr., Ste. 203A, St. Augustine, FL 32080	904 / 461-0821 Fax: 904 / 461-0823
<b>EFN-</b> Charles Stein, M.D. #005416 All ages	Vein Treatment Center 21 Hospital Drive, Suite 260, Palm Coast, FL 32164	386 / 586-5344 Fax: 386 / 586-5356

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP’s Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

**VNG TESTING**

<b>EFN-</b> North Florida Center for Otolaryngology	3 San Bartola Dr., St. Augustine, FL 32086	904 / 823-8823 Fax: 904 / 808-8587
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Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.  
An Audiological Evaluation is normally performed prior to a VNG. Please refer to Hearing/Audiology Services in this document for instructions on how to obtain these services for a FHCP member.

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## **WALK-IN CENTER**

<b>FCH-</b> Flagler Care Center	Flagler Care Center 120 Health Park Blvd., Ste. 1, St. Augustine, FL 32086 Mon-Fri 8:00 am Saturdays 8:00am Call practice to verify closing hours and holiday availability	904 / 823-3401 Fax: 904 / 829-8649
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**FHCP Walk-in facilities can be used after hours and when the member’s primary care physician is unavailable for those medical services required to prevent a serious deterioration of a member’s health that results from an unforeseen illness or injury.**

## **WEIGHT MANAGEMENT PROGRAMS**

<b>FCH-</b> Flagler Health+ – St. Augustine	Flagler Health+ – St. Augustine 400 Health Park Blvd., St. Augustine, FL 32086	904 / 687-2021
<b>EFN-</b> Florida Health Care Plans  Eat Right Move Right Adult Weight Management Program  BMI of 27 or higher – No Charge	FHCP Center 330 N. Clyde Morris Blvd., Daytona Beach, FL 32114 – Main Office  Classes available at various locations or on an individual basis depending on the need.	386 / 676-7133 or 1 / 877 / 229-4518 Fax: 386 / 238-3228

FHCP contracted providers can complete a Referral for Diabetes Education or Nutritional Counseling and send by courier to FHCP Health Education Department in Daytona Beach or fax to 386 / 238-3228/

FHCP members may call directly to the Diabetes/Health Education Department in Daytona Beach to reserve their seating. Please call 386 / 676-7133 or 877 / 229-4518, Monday through Friday between 9:00 am – 5:00 pm.

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 FHCP Medicare can use FCH and EFN providers.

## **WOUND CARE**

<b>FCH-</b> Rosana Rodriguez, D.P.M. # 061086 All Ages – below the knee only	All About Feet & Legs, P.A. 6 St. Johns Medical Park Dr., St. Augustine, FL 32086	904 / 823-3301 Fax: 904 / 826-3228
<b>FCH-</b> Ryan Pereira, D.P.M. #10F665 All Ages	Anastasia Medical Group, LLC 1301 Plantation Island Dr., Ste. 203A, St. Augustine, FL 32080	904 / 461-0821 Fax: 904 / 461-0823

Prior authorization from the FHCP Central Referrals is not needed for Wound Care. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

## **HYPERBARIC OXYGEN THERAPY (HBO) AND VACUUM ASSISTED CLOSURE DEVICES**

**INSTRUCTIONS:** Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax 855/442-8398 to FHCP's Central Referrals at the Holly Hill facility. The Referral Department will review the request and if approved will forward the referral and clinical information to the provider for scheduling purposes.

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## **X-RAYS (PLAIN FILMS)**

<b>FCH- Flagler Health+ (H)</b>	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
<b>EFN-St. Augustine Imaging (N) Medicare only</b>	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	904 / 827-9191 Fax: 904 / 827-9171

**INSTRUCTIONS: Prior authorization from the FHCP Central Referrals is not needed.** The requesting provider will send an order to the specialist. Appointments can be made by the physician's office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

**(H) – Outpatient Hospital Department/Facility**

**(N) – Outpatient Non-Hospital Facility**

**Out of pocket costs may vary depending on location or benefit plan**

<b>TFN- Baptist Medical Center-Jacksonville (H)</b>	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
<b>TFN- Baptist Medical Center-South (H)</b>	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
<b>TFN- Baptist Medical Center-Beaches (H)</b>	1350 13 <sup>th</sup> Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
<b>TFN- Baptist Medical Center-Nassau (H)</b>	1250 South 18 <sup>th</sup> Street, Fernandina Beach, FL 32034	904 / 321-3500

Only FHCP POS members may access all Baptist Medical Center providers and services at their Tier 2 Total Flagler Network benefit level. Patient must have an order for the above services. FHCP POS members can call and schedule their own appointments with Baptist Medical Center.

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**TFN-** Total Flagler Network is Tier 2 in the Flagler Health+ HCHP Network.

FHCP Medicare can use FCH and EFN providers.