



PROVIDER REFERRAL GUIDE – ST. JOHN’S and PUTNAM COUNTIES
CHECK OUT OUR WEBSITE!!! 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

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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

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ALLERGY

FCH- Juan C. Mas, M.D. #000557 FCH- 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
EFN- Steven Dorman, M.D. #061444 EFN- Hary Katz, M.D. #130020 EFN- Sunil Joshi, M.D. #061593 EFN- 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.

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

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ARTERIAL BLOOD GASES (ABG's)

FCH- Flagler Hospital (H)	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.

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

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.

BARIATRIC SURGERY PROGRAM

FCH- Robert Marema, M.D. #10H772	Flagler Hospital Bariatric Surgery Center 400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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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.

BONE DENSITY STUDIES

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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.

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

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FHCP will cover this testing once every 24 months.

BONE SCANS

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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.

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

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BRACES / ORTHOTICS / PROSTHETICS

FCH – Ward Medical #065892	2435 US Hwy. 1 S., St Augustine, FL 32086	904 / 794-9600 Fax: 904 / 794-9601
FCH - 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
EFN - American Ortho – Tech #001917	21 Hospital Drive, Suite 270, Palm Coast, FL 32164	386 / 258-0401 Fax: 386 / 252-1013
EFN - Hanger Prosthetics and Orthotics, Inc	1282 3 rd . St. , S, Jacksonville Beach, FL 32250	904 / 249-1757 Fax: 904 / 249-0486
EFN - Florida O & P Services, Inc.	1797 Old Moultrie Rd., Ste. 110, St. Augustine, FL 32086	904 / 826-0027 Fax: 904 / 808-9973
EFN —Joint Active Systems, Inc. JAS Dynamic Range of Motion Devices and EMPI Advanced Range of Motion Devices	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.

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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CARDIAC CATHETERIZATION

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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INSTRUCTIONS: The Cardiologist should schedule the procedure with the hospital, make arrangements for pre-op as needed and notify the member. The requesting Cardiologist should then complete the FHCP Surgical & Special Procedure Form. Fax the form to the FHCP's Central Referrals at the Holly Hill facility 855 / 442-8398. The Referral Department will review the request. The Cardiologist will be notified only if the procedure is not approved.

TFN- Baptist Medical Center-Jacksonville (H)	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
TFN- Baptist Medical Center-South (H)	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
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CARDIAC MONITORING

EFN- 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.

CARDIAC REHABILITATION

FCH- Flagler Hospital (H)	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. **Indicate what phase of the program is being requested.**

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

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CARDIOLOGY

FCH- Imraan Ansaarie, M.D. #055635 Patients 16 years and older	Ansaarie Cardiac & Endovascular Center of Excellence 215 Hwy, 17 S. East Palatka, FL 32131	386 / 232-9203 Fax: 386 / 222-3064
FCH- Howard Baker, III, M.D. #004580 Patients 18 years and older	St. John's Cardiovascular, P.A. 300 Health Park Blvd., Ste. 1000, St. Augustine, FL	904 / 810-1045 Fax: 904 / 810-1046
FCH- Vincent Caracciolo, M.D. #063432 FCH- Larry Van Crisco, M.D. #061059 FCH- David Grech, M.D. #042113 FCH- Kevin Hayes, D.O. #061060 FCH- Michael Koren, M.D. #069557 FCH- Dinesh Pubbi, M.D. #061061 FCH- Neil Sanghvi, M.D. #046642 FCH- Lilla G. Martin, M.D. #073692 FCH- Sunil Singh, M.D. #072650 Patients 18 years and older	First Coast Heart & 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	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
FCH- Ferris George Jr., M.D. #06669 FCH- Robert Signor, Jr., M.D. #002744 Patinets 21 years and older	St. Augustine Cardiology Associates, P.A. 201 Health Park Blvd., Ste. 105, St. Augustine, FL 32086	904 / 824-1776 Fax: 904 / 825-1270
FCH- Trevor Greene, M.D. #10H682 FCH- Todd Lewis, M.D. #059293 FCH- Edward Pereira, M.D. #142216 FCH- Bashar Saikaly, M.D. #104233 Patients 18 years and older	Drs. Baker & Gilmour, M.D., P.A. 300 Health Park Blvd., Ste. 1006, St. Augustine, FL 32086	904 / 794-7050 Fax: 904 / 794-7135

Additional Cardiology 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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

CARDIOLOGY(continued)

FCH- 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
FCH- 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
FCH- 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
EFN – Robert Bianco, MD #114662 Patients 18 years and older	FHCP Center 145 City Place, Palm Coast, FL 32164 MEDICAL RECORDS FAX – 386 / 481-5009	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.

TFN- 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 th Avenue South, Jacksonville Beach, FL 32250	904 / 241-7147
	1250 South 18 th 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: All Pediatric sub-specialties require Prior Authorization. Please contact the FHCP referral department for assistance in securing in-network Pediatric sub specialty care at 386 / 238-3230 or 800 / 352-9824 (Ext 3230)

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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
- Email: 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

CHIROPRACTIC

EFN- 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
EFN- 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
EFN- Scott Fechter, D.C. #070095 EFN- Juliana Farrell, D.C. #070099 EFN- Santana Whited, D.C. #070098 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.

COLOGUARD TESTING

The Physician's office will need to complete the Cologuard Requisition Form available at 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.

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

COLONOSCOPY / SCREENING

<p>FCH- William Foody, M.D. #061115 FCH- Willemijntje Hoogerwerf, M.D. #10AL43 FCH- 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>FCH- Anis Ahmadi, MD #05155 FCH- William Barlow, MD #047675 FCH- Timothy Cavacini, DO #108542 FCH- Daniel Gassert, M.D. #10T871 FCH- Camille McGaw, M.D. #051554 FCH- Santiago Rosado, M.D. #137855 FCH- Stuart Soroka, M.D. #116113 FCH- 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>EFN- Lakhinder Bhatia, M.D. #060852 EFN- Beatrice Bratu, M.D. #005470 EFN- Harsh Duphare, M.D. #061640 EFN- Ammar Hemaïdan, M.D. #000104 EFN- Saud El-Sayed Suleiman, M.D. #001166 EFN- 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>MEDICAL RECORDS FAX – 386 / 481-5009</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.

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.

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CT SCANS

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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.

The exceptions to the above are:

- **Pill Cam**
- **PET Scans**
- **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.

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

CT SCANS (continued)

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

DENTAL SERVICES

Mark L. Johnson, D.D.S. #109458 Medicare Plan Members Only	215 S 3 rd Street, Flagler Beach, FL 32136	386 / 439-9688 Fax: 386 / 439-1915
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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.

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

FCH- 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
FCH- Christina Brennan, M.D. #039201 FCH- 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
EFN- 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
EFN- 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.

DIABETES EDUCATION

<p>EFN- Melissa Baumann MS, RD, CDE EFN- Kathyann Carmona, R.N. EFN- Cara Karner, MS, RD, LD, CDE EFN- 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>EFN- 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.</p> <p>MEDICAL RECORDS FAX – 386 / 481-5009</p>	<p>386 / 445-7073 Fax: 386 / 246-3859</p>

INSTRUCTIONS: Send Task through EHR or complete the one page sheet titled, FHCP Referral for Diabetes or Nutritional Counseling (Form # 17-105/1/09RX 06-606-04/Rev. 10-10-11). Follow the instructions on the bottom of the form. Always document ICD-10 Code for service requested.

Services provided include:

10 Hour Diabetes Self-Management Class

Pre-Diabetes

Gestational Diabetes

1:1 Individual classes for patients with special circumstances

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DIAGNOSTIC TESTING

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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.

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

DIAGNOSTIC TESTING (continued)

The exceptions to the above are:

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

INSTRUCTIONS FOR EXEMPTIONS: 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.

DIALYSIS SERVICES

EFN- 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
EFN- 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 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

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.

DURABLE MEDICAL EQUIPMENT

FCH- Apria Healthcare, Inc. Mattress Gel Overlays Alternating Pressure Pumps and Pads Mattress Replacement Systems Specialty wheelchair cushions that require special measurements and fitting	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

DURABLE MEDICAL EQUIPMENT (continued)

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

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 FOR EXCEPTIONS: 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.

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

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 Hospital HCHP Network.
 FHCP Medicare can use FCH and EFN providers.

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.

EAR, NOSE AND THROAT (ENT)

EFN- Perrin Clark, M.D. #054814 EFN- 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
EFN- Deirdre Leake, M.D. #132493 EFN- Arthur Cortland Taliaferro, M.D. #110312 EFN- 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
EFN- 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
EFN- 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.

TFN- 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 th Avenue South, Jacksonville Beach, FL 32250	904 / 202-6390
	1250 South 18 th 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.

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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

ECHOCARDIOGRAMS

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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.

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

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EEG TESTING

FCH- Flagler Hospital (H)	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.

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

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EEG TESTING – VIDEO

EFN- 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

EFN- Coastal Diagnostic Group, LLC #037343	927 Beville Road, Suite 106, South Daytona, FL 32119	386 / 672-3340 Fax: 386 / 672-3341
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Services shall be rendered in the Member's place of residence and are limited to EEG recording and interpretation.

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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EMERGENCY FACILITIES

FCH- Flagler Hospital (H)	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.

TFN- Baptist Medical Center-Jacksonville (H)	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
TFN- Baptist Medical Center-South (H)	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
TFN- Baptist Medical Center-Beaches (H)	1350 13 th Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
TFN- Baptist Medical Center-Nassau (H)	1250 South 18 th 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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EMG TESTING

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

FCH- Flagler Hospital (H)	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.

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

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ENDOCRINOLOGY

FCH- John Purcell, M.D. #004424 FCH- Anil Shrestha, M.D. #053578 FHC- 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
EFN- Kent J. Lyon, M.D. #046548 Patients 18 years of age and older	FHCP Center 309 Palm Coast Parkway, Palm Coast, FL 32137 MEDICAL RECORDS FAX – 386 / 481-5009	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.

TFN- Baptist Endocrinology Providers	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 880-9696
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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.

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. MEDICAL RECORDS FAX – 386 / 481-5009	386 / 445-7073 Fax: 386 / 246-3859
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EVENT MONITOR

FCH- Flagler Hospital (H)	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

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

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EXTENDED HOURS CARE CENTERS

EFN- MediQuick – Office Park Dr.	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
EFN- MediQuick – Pinnacles Dr.	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

Please include the requested provider's complete name and telephone number if available.

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>FCH- William Foody, M.D. #061115 FCH – Rafael Cortes, M.D. #055586 FCH- Willemijntje Hoogerwerf, M.D. #10AL43 FCH- 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>FCH- Anis Ahmadi, MD #05155 FCH- William Barlow, MD #047675 FCH- Timothy Cavacini, DO #108542 FCH- Daniel Gassert, M.D. #10T871 FCH- Camille McGaw, M.D. #051554 FCH- Santiago Rosado, M.D. #137855 FCH- Stuart Soroka, M.D. #116113 FCH- 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>EFN- Lakhinder Bhatia, M.D. #060852 EFN- Beatrice Bratu, M.D. #005470 EFN- Harsh Duphare, M.D. #061640 EFN- Ammar Hemaïdan, M.D. #000104 EFN- Saud El-Sayed Suleiman, M.D. #001166 EFN- 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>MEDICAL RECORDS FAX – 386 / 481-5009</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 855 / 442-8398 to FHCP's Central Referrals at 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 fhcp.com – For Providers, under Related Documents

BRCA TESTING Prior to submitting a referral for BRCA testing, the patient must be referred for Genetic Counseling.

The Counselor must be a healthcare professional with specialized education and training in medical genetics.

No prior authorization is required for Genetic Counseling.

Once the genetic counseling report has been received, attach the report to the FHCP Referral form and follow the above instructions.

GLUCOMETERS

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
FHC- 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
FHC- 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
FHC- 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

FCH- 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
FCH- Reda Alami, M.D. #041325 Patients 18 years and older FCH- Robert Dupree Jr., M.D. #10W568 Patients 13 years and older FCH- Vijayselwyn Dhas, M.D. #043525 Patients 18 years and older	North Florida OB-GYN 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
FCH- Elizabeth Arnett, CNM #061450 FCH- Barbara Dembek, CNM #046491 FCH- Kelly Jago, M.D. #040604 FCH- Laila Needham, M.D. #046621 FCH- Amy Loughlin, ARNP, CNM #061451 FCH- Elizabeth Meadows, CNM #061452 FCH- Eric Pulsfus, M.D. #110301 FCH- Michele Rogero, ARNP, CNM #061449 FCH- Thomas Searle, M.D. #060496 FCH- 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
FCH- 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
EFN- 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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TFN- Total Flagler Network is Tier 2 in the Flagler Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

GYNECOLOGY AND WELL WOMAN'S ASSESSMENTS (continued)

EFN- 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
EFN- 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.

TFN- Baptist OBGYN Physicians (Nassau)	463820 State Road 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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HAND THERAPY SERVICES

EFN- Brooks Rehab Center Flagler County Residents Only	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.

HEARING / AUDIOLOGY SERVICES

EFN- First Coast Hearing Clinic Patients 7 years and older	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
EFN-North Florida Center for Otolaryngology	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.

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
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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.

HOLTER MONITOR

FCH- Flagler Hospital (H)	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.

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

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FHCP Medicare can use FCH and EFN providers.

HOME HEALTH CARE

FCH – Flagler Home Care, LLC	301 Health Park Blvd., Ste. 327, St. Augustine, FL 32086	904 / 824-2501 Fax: 904 / 797-5774
EFN - Precise Home Care, LLC	8659 Baypine Rd., Bldg. 3, Ste.200, Jacksonville, FL 32256	904 / 448-8670 Fax: 904 / 448-8671
EFN - Mederi Caretenders	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

HOME HEALTH CARE - PEDIATRIC

EFN - PSA Healthcare #00S824 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: All Pediatric sub-specialties require Prior Authorization. Please contact the FHCP referral department for assistance in securing in-network Pediatric sub specialty care at 386 / 238-3230 or 800 / 352-9824 (Ext 3230)

HOME INFUSION PHARMACIES

EFN - Ambient Healthcare of NE Florida	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

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

FCH- Flagler Hospital (H)	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.

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

ACUTE INPATIENT REHABILITATION FACILITIES

EFN -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
EFN -Central Florida Regional Hospital	1401 West Seminole Blvd., Sanford, FL 32771	407 / 321-4500, Ext. 35315 Fax: 407 / 302-7352
EFN -Orlando Health & Rehabilitation Center	830 W. 29 th . 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

EFN- Kindred Hospital Melbourne #045272 All ages	765 W. Nasa Blvd., Melbourne, FL 32901	321 / 733-5725 Fax: 321 / 733-5799
EFN- Kindred Hospital North Florida #00YP41 All ages	801 Oak Ave., Green Cove Springs, FL 32043	904 / 284-9230 Fax: 904 / 284-6612
EFN- Kindred Hospital Ocala #00Y729 All ages	1500 SW 1 st . Ave., Ocala, FL 34474	352 / 369-0513
EFN- 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
EFN- Select Specialty Hospital – North Campus #135829 18 years and older	2250 Bedford Rd., Orlando, FL 32803	407 / 303-7869 Fax: 407 / 303-7739
EFN- 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

FCH- 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.

INFECTIOUS DISEASES

FCH- Vivek Manikal, M.D. #110280 Newborn to 18 years old	Infectious Diseases Assoc. of North Florida 101 WhitehallDr., Ste. 104, St. Augustine, FL 32086	904 / 819-9925 Fax: 904 / 819-9926
EFN- 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

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.

TFN- Baptist Infectious Disease Providers	820 Prudential Drive, Jacksonville, FL 32207	904 / 396-4886 Fax: 904 /398-0496
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INFECTIOUS DISEASES - PEDIATRICS

INSTRUCTIONS: All Pediatric sub-specialties require Prior Authorization. Please contact the FHCP referral department for assistance in securing in-network Pediatric sub specialty care at 386 / 238-3230 or 800 / 352-9824 (Ext 3230)

INFUSION CLINICS

FCH- Flagler Hospital (H)	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–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–Providers, under Forms

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

EFN- 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.

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 glycemc 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 EndocrinologistFCH- at least every three (3) months.

FCHInsulin 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.

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.

LABORATORY SERVICES – ROUTINE AND STAT

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

FCH- Flagler Hospital	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
FHCP Center Draw Station	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
FHCP Center Draw Center	145 City Place, Palm Coast, FL 32164 Laboratory Hours: Monday – Friday 7:00 am – 3:30 pm	386 / 302-0975 Fax: 386 / 302-0980
FCH- Quest Diagnostics St. Augustine	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
FCH- Quest Diagnostics St. Augustine North	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
FCH- Quest Diagnostics Jacksonville Mandarin	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
FCH- Quest Diagnostics Jacksonville Beach	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
FCH- Quest Diagnostics Jacksonville Roosevelt	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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FHCP Medicare can use FCH and EFN providers.

LABORATORY SERVICES – ROUTINE AND STAT

FCH- Quest Diagnostics 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
FCH- Quest Diagnostics 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
FCH- Quest Diagnostics 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
FCH- Quest Diagnostics 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
FCH- Quest Diagnostics 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
FCH- Quest Diagnostics 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 Hospital Labs, Quest Diagnostics or the FHCP Draw Stations.
FHCP Medicare Members must utilize Quest Diagnostics or FHCP Draw Stations.

LABORATORY SERVICES-HOME

EFN- 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.

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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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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

LACTATION SERVICES/BREASTFEEDING CLASSES

FCH- Flagler Hospital (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.

LYMPHEDEMA CLINIC

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

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.

MAMMOGRAMS (DIAGNOSTIC OR SCREENING)

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4720 Fax: 904 / 819-5077
EFN-St. Augustine Imaging (N) Medicare only	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.

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

Following is a list of medications that either **require prior authorization in order to be covered or are not covered** under the FHCP's prescription drug benefit. Specific guidelines for the prior authorization medications can be found in FHCP Policy/Procedure MCG004. This policy is available on the FHCP Website. The policy is in the FHCP Provider Handbook. For additional information, please contact Carol Cooper, LPN / Provider Relations Coordinator at 386 / 615-4001.

****Biologic, Specialty, or Enzyme therapies not specifically listed must receive approval through the FHCP Central Referral Department prior to administration for reimbursement**.**

Drug Name	Dosage	J code	Short Description	Status
Abatacept (Orencia)	10 MG	J0129	Abatacept injection	Prior Auth Required
Abraxane	1mg	J9264	Paclitaxel Protein-bound	Prior Auth Required
Actemra	1 MG	J3262	Tocilizumab	Prior Auth Required
Adagen	25 IU	J2504	Pegademase bovine, 25 iu	Prior Auth Required
Adcetris	1 mg	J9042	Brentuximab	Prior Auth Required
Aldurazyme	0.1 MG	J1931	Laronidase injection	Prior Auth Required
ALGLUCOSIDASE ALFA	10 MG	J0220	Alglucosidase alfa injection	Prior Auth Required
Aloxi	25 MCG	J2469	Palonosetron hcl	Prior Auth Required
Alprostadil	1.25 MCG	J0270	Alprostadil for injection	Not Covered
Alprostadil,Caverject,Edex	1.25 MCG	J0270	Alprostadil for injection	Not Covered
Amevive	0.5 MG	J0215	Alefacept	Not Covered
Antizol	15 MG	J1451	Fomepizole, 15 mg	Prior Auth Required
Aralast	10 MG	J0256	Alpha 1 proteinase inhibitor	Prior Auth Required
Aralast NP	10 MG	J0256	Alpha 1 proteinase inhibitor	Prior Auth Required
Arixtra	0.5 MG	J1652	Fondaparinux sodium	Prior Auth Required
Avastin	10 MG	J9035	Anti-VEGF monoclonal antibody	Prior Auth Required (For non-ophthalmic use)
Benlysta	10MG	Q2044	Belimumab	Not Covered
Botox	1 UNIT	J0585	Injection,onabotulinumtoxinA	Prior Auth Required
Bravelle	75 IU	J3355	Urofollitropin, 75 iu	Not Covered
Carimune Nf	500 MG	J1566	Immune globulin, powder	Prior Auth Required
Carimune/Gammagard Polygam Classic	500 MG	J1566	Immune globulin, powder	Prior Auth Required

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Caverject	1.25 MCG	J0270	Alprostadil for injection	Not Covered
Caverject Impulse	1.25 MCG	J0270	Alprostadil for injection	Not Covered
Ceredase	10 UNITS	J0205	Alglucerase injection	Prior Auth Required
Cerezyme	1 UNIT	J1785	Injection imiglucerase /unit	Prior Auth Required
Chorionic Gonadotropin	1000 UNITS	J0725	Chorionic gonadotropin/1000u	Not Covered
Cimzia	1 MG	J0718	Certolizumab pegol inj	Not Covered
Cubicin	1 MG	J0878	Daptomycin injection	Prior Auth Required
Cyramza		J9308	Ramucirumab	Prior Auth Required
Denosomab/ Xgeva or Prolia	1mg	J0897	Denosomab	Prolia Not Cov/ XGEVA PA
Edex	1.25 MCG	J0270	Alprostadil for injection	Not Covered
Elitek	0.5 MG	J2783	Rasburicase	Prior Auth Required
EMEND FOR INJECTION	1 MG	J1453	Fosaprepitant injection	Prior Auth Required
Enbrel (Etanercept)	25 MG	J1438	Etanercept injection	Prior Auth Required
Epoprostenol	0.5 MG	J1325	Epoprostenol injection	Prior Auth Required
Epoprostenol/Flolan	0.5 MG	J1325	Epoprostenol injection	Prior Auth Required
EUFLEXXA	PER DOSE	J7323	Euflexxa inj per dose	Prior Auth Required
Eylea	1mg	J0178	Afilbercept	Not Covered
Fabrazyme	1 MG	J0180	Agalsidase beta injection	Prior Auth Required
Feraheme (ferumoxytol)	500 MG	Q0138 or Q0139	Feruoxytol injection	Not Covered
Flebogamma DIF	500 MG	J1572	Flebogamma injection	Prior Auth Required
Flolan	0.5 MG	J1325	Epoprostenol injection	Prior Auth Required
Fomepizole	15 MG	J1451	Fomepizole, 15 mg	Prior Auth Required
Fomepizole/Antizol	15 MG	J1451	Fomepizole, 15 mg	Prior Auth Required
Fusilev	0.5mg	J0641	Levoleucovorin/Fusilev	Not Covered
GamaSTAN 10ML 532 PACK LF 13MM	3CC	J1480	Gamma globulin 3 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	4 CC	J1490	Gamma globulin 4 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	5 CC	J1500	Gamma globulin 5 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	6 CC	J1510	Gamma globulin 6 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	9 CC	J1540	Gamma globulin 9 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	10 CC	J1550	Gamma globulin 10 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	1 CC	J1460	Gamma globulin 1 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	2 CC	J1470	Gamma globulin 2 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	10 CC	J1560	Gamma globulin > 10 CC inj	Prior Auth Required
GamaSTAN 10ML 532 PACK LF 13MM	7 CC	J1520	Gamma globulin 7 CC inj	Prior Auth Required

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FHCP Medicare can use FCH and EFN providers.

GamaSTAN 10ML 532 PACK LF 13MM	8 CC	J1530	Gamma globulin 8 CC inj	Prior Auth Required
GAMASTAN S/D	2 CC	J1470	Gamma globulin 2 CC inj	Prior Auth Required
GAMASTAN S/D	7 CC	J1520	Gamma globulin 7 CC inj	Prior Auth Required
GAMASTAN S/D	8 CC	J1530	Gamma globulin 8 CC inj	Prior Auth Required
GAMASTAN S/D	1 CC	J1460	Gamma globulin 1 CC inj	Prior Auth Required
GAMASTAN S/D	10 CC	J1550	Gamma globulin 10 CC inj	Prior Auth Required
GAMASTAN S/D	10 CC	J1560	Gamma globulin > 10 CC inj	Prior Auth Required
GAMASTAN S/D	3CC	J1480	Gamma globulin 3 CC inj	Prior Auth Required
GAMASTAN S/D	4 CC	J1490	Gamma globulin 4 CC inj	Prior Auth Required
GAMASTAN S/D	5 CC	J1500	Gamma globulin 5 CC inj	Prior Auth Required
GAMASTAN S/D	6 CC	J1510	Gamma globulin 6 CC inj	Prior Auth Required
GAMASTAN S/D	9 CC	J1540	Gamma globulin 9 CC inj	Prior Auth Required
GAMMAGARD LIQUID	500 MG	J1569	Gammagard liquid injection	Prior Auth Required
Gammagard S/D	500 MG	J1566	Immune globulin, powder	Prior Auth Required
Gamunex	500 MG	J1561	Gamunex injection	Prior Auth Required
Ganite	1 MG	J1457	Gallium nitrate injection	Prior Auth Required
Humira	20 MG	J0135	Adalimumab injection	Prior Auth Required
Ibandronate sodium	1 MG	J1740	Ibandronate sodium injection	Prior Auth Required
Idursulfase	1 MG	J1743	Idursulfase injection	Prior Auth Required
Immune Globulin (Human)	4 CC	J1490	Gamma globulin 4 CC inj	Prior Auth Required
Immune Globulin (Human)	8 CC	J1530	Gamma globulin 8 CC inj	Prior Auth Required
Immune Globulin (Human)	2 CC	J1470	Gamma globulin 2 CC inj	Prior Auth Required
Immune Globulin (Human)	3CC	J1480	Gamma globulin 3 CC inj	Prior Auth Required
Immune Globulin (Human)	5 CC	J1500	Gamma globulin 5 CC inj	Prior Auth Required
Immune Globulin (Human)	6 CC	J1510	Gamma globulin 6 CC inj	Prior Auth Required
Immune Globulin (Human)	7 CC	J1520	Gamma globulin 7 CC inj	Prior Auth Required
Immune Globulin (Human)	9 CC	J1540	Gamma globulin 9 CC inj	Prior Auth Required
Immune Globulin (Human)	1 CC	J1460	Gamma globulin 1 CC inj	Prior Auth Required
Immune Globulin (Human)	10 CC	J1560	Gamma globulin > 10 CC inj	Prior Auth Required
Immune Globulin (Human)	10 CC	J1550	Gamma globulin 10 CC inj	Prior Auth Required
Levulan Kerastick	354 MG	J7308	Aminolevulinic acid hcl top	Prior Auth Required
Lucentis	0.1 MG	J2778	Ranibizumab injection	Not Covered
Kadcyla	1 MG	J9354	Ado-trastuzumab	Prior Auth Required
Macugen	0.3 MG	J2503	Pegaptanib sodium injection	Not Covered
Keytruda (pembrolizumab)	1 MG	J9271	Pembrolizumab	Prior Auth Required
Marinol	2.5 MG	Q0167	Dronabinol 2.5mg oral	Prior Auth Required

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Marinol	5 MG	Q0167	Dronabinol 2.5mg oral	Prior Auth Required
Marinol	5 MG	Q0168	Dronabinol 5mg oral	Prior Auth Required
Muse	125 MCG	J0275	Alprostadil urethral suppos	Not Covered
Myobloc	100 UNITS	J0587	Inj, rimabotulinumtoxinB	Prior Auth Required
Naglazyme	1 MG	J1458	Galsulfase injection	Prior Auth Required
Naltrexone	1 MG	J2315	Naltrexone, depot form	Not Covered
Novarel	1000 UNITS	J0725	Chorionic gonadotropin/1000u	Not Covered
Nplate	10 MCG	J2796	Romiplostim injection	Not Covered
Nulojix			Belatacept	Prior Auth Required
Octagam	500 MG	J1568	Octagam injection	Prior Auth Required
Octagam 5%, 1 g in 20 ml	500 MG	J1568	Octagam injection	Prior Auth Required
Octagam 5%, 2.5 g in 50 ml	500 MG	J1568	Octagam injection	Prior Auth Required
Drug Name	Dosage	J code	Short Description	Status
Octagam 5%, 25 g in 500 ml	500 MG	J1568	Octagam injection	Prior Auth Required
Opdivo	1 MG	J9299	Nivolumab	Prior auth Required
Orthovisc	PER DOSE	J7324	Orthovisc inj per dose	Prior Auth Required
Paclitaxel (Protein Bound) ABRAXANE)	1mg	J9264	Abraxane	Prior Auth Required
Panglobulin Nf	500 MG	J1566	Immune globulin, powder	Prior Auth Required
Perjeta	1 MG	J9306	Pertuzumab	Prior Auth Required
Polygam S/D	500 MG	J1566	Immune globulin, powder	Prior Auth Required
Pregnyl	1000 UNITS	J0725	Chorionic gonadotropin/1000u	Not Covered
Pregnyl, Novarel, HCG	1000 UNITS	J0725	Chorionic gonadotropin/1000u	Not Covered
Prialt	1 MCG	J2278	Ziconotide injection	Not Covered
Privigen	500 MG	J1459	Inj IVIG privigen 500 mg	Prior Auth Required
Prolia 1mg (denosumab)	1mg	J0897	Denosomab	Prior Auth Required
Prolastin/Zemaira/Aralast	10 MG	J0256	Alpha 1 proteinase inhibitor	Prior Auth Required
Prostin Vr	1.25 MCG	J0270	Alprostadil for injection	Not Covered
Provenge	50 million units	Q2043	Sipuleucel-T auto CD54+	Not Covered
Pulmozyme	1 MG	J7639	Dornase alfa non-comp unit	Prior Auth Required
Reclast	1 MG	J3488	Reclast Injection	FHCP infusion clinic NO PA
Remicade	10 MG	J1745	Infliximab injection	Prior Auth Required

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Remodulin	1 MG	J3285	Treprostinil injection	Not Covered
Rituxan	100 MG	J9310	Rituximab	Prior Auth Required
Soliris	10 MG	J1300	Ecuzumab injection	Not Covered
Sporanox	50 MG	J1835	Itraconazole injection	Prior Auth Required
Stelara	1mg	J3357	Ustekinumab	Not Covered
Supartz	PER DOSE	J7321	Hyalgan/supartz inj per dose	Prior Auth Required
Synvisc	1 MG	J7325	Synvisc or Synvisc-One	Prior Auth Required
SynviscOne	1 MG	J7325	Synvisc or Synvisc-One	Prior Auth Required
TOBI	300 MG	J7682	Tobramycin non-comp unit	Prior Auth Required
Tysarbi	1 MG	J2323	Natalizumab injection	Not Covered
Testapel	75mg	S0189	Testosterone Pellet	Not Covered
Visudyne	0.1 MG	J3396	Verteporfin injection	Prior Auth Required
Vivaglobin	100 MG	J1562	Vivaglobin, inj	Not Covered
Vivaglobulin	100 MG	J1562	Vivaglobin, inj	Not Covered
Vivitrol	1 MG	J2315	Naltrexone, depot form	Not Covered
Xgeva(denosumab)	1mg	J0897	Denosomab	Prior auth
Xolair	5 MG	J2357	Omalizumab injection	Prior Auth Required
Yervoy	1 MG	J9228	Ipilimumab	Prior Auth Required
Zaltrap	1mg	J9400	Ziv-Afilbercept	Prior Auth Required
Zemaira	10 MG	J0256	Alpha 1 proteinase inhibitor	Prior Auth Required
Zyvox	200 MG	J2020	Linezolid injection	Prior Auth Required

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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 (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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MRI'S

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4380 Fax: 904 / 819-4928
EFN-St. Augustine Imaging (N) Medicare only	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.

TFN- Baptist Medical Center-Jacksonville (H)	800 Prudential Drive, Jacksonville, FL 32207	904 / 202-2000
TFN- Baptist Medical Center-South (H)	14550 Old St. Augustine Road, Jacksonville, FL 32258	904 / 271-6000
TFN- Baptist Medical Center-Beaches (H)	1350 13 th Avenue South, Jacksonville Beach, FL 32250	904 / 627-2900
TFN- Baptist Medical Center-Nassau (H)	1250 South 18 th 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 MRI information on the following page](#)

MRI'S (continued)

The exceptions to the above are:

- Pill Cam
- Genetic Testing
- PET Scan

INSTRUCTIONS FOR EXCEPTIONS: 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.

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

FCH- 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
FCH- 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
FCH- 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
FCH- 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
EFN- 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
EFN- 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
EFN- 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

FCH- 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
FCH- 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
FCH- 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
EFN- Mulki Bhat, M.D. #00001X Patients 14 years and older Send records prior to scheduling Office will schedule and confirm with patient	FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137	386 / 445-7073 Fax: 386 / 447-7092
EFN- 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.

TFN- Baptist Neurology Physicians	841 Prudential Drive, Jacksonville, FL 32207	904 / 398-5404
	1350 13 th 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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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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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 (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.

NUTRITIONAL ASSESSMENT AND COUNSELING

EFN- Melissa Baumann, MS, RD, CDE EFN- 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

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 Hospital HCHP Network.
 FHCP Medicare can use FCH and EFN providers.

OBSTETRICS

FCH- 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
FCH- Reda Alami. M.D. # 041325 FCH- 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
FCH- Elizabeth Arnett, CNM #061450 FCH- Barbara Dembek, CNM #046491 FCH- Kelly Jago, M.D. #040604 FCH- Laila Needham, M.D. # 046621 FCH- Amy Loughlin, ARNP, CNM #061451 FCH- Elizabeth Meadows, CNM #061452 FCH- Eric Pulsfus, M.D. #110301 FCH- Michele Rogero, ARNP, CNM #061449 FCH- Thomas Searle, M.D. #060496 FCH- Karen Toppi, M.D. #011083 FCH- 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
FCH- 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
EFN- 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
EFN- 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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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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

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.

TFN- 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.

OCULAR PROSTHETICS LAB

EFN- 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.

ONCOLOGY–MEDICAL/HEMATOLOGY

FCH- Hassan Hassan, M.D. #061068 FCH- Gaurav Trika, M.D. #067650 FCH- 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
EFN- 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
EFN- 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.

TFN- 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

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 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.

ONCOLOGY- RADIATION

FCH- Jessica Bahari-Kashani, M.D. #068611 FCH- Emily D. Tanzler, M.D. #068613 FCH- 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
FCH- Neenad Shah, M.D. #061120 Patients 18 years and older	21 st . Century Oncology 300 Health Park Blvd., Ste. 1008, St. Augustine, FL 32086	904 / 824-5189 Fax: 904/824-9109
EFN- Radiation Oncology Specialists	60 Memorial Medical Pkwy. Palm Coast, FL 32164	386 / 231-6000 Fax: 386 / 672-4960
EFN- 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.

TFN- 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 or by telephone at (844) 423-0881.

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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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

OPHTHALMOLOGY

FCH- John Vassallo, M.D. #006838 All Ages	Vassallo Eye Institute 3780 U.S. Hwy. 1, South, St. Augustine, FL 32086 800 Zeagler Dr., Ste. 300 Palatka, FL 32137	904 / 797-7722 Fax: 904 / 429-1001
FCH- 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
FCH- William Oktavec, M.D. #112536 FCH- 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
EFN- Frank Bowden, M.D. #10A664 EFN- Kevin Cronin, M.D. #065442 EFN- 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
EFN- Donald Downer, M.D. #038143	Clay Eye Physicians & Surgeons 1615 CR 220, Ste. 140, Fleming Island, FL 32003	904 / 272-2020
EFN- Annemarie N. Etienne, M.D. #10H655 EFN- Todd Geis, M.D. #000091 EFN- 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.

OPHTHALMOLOGY-RETINAL SERVICES ONLY

<p>EFN- Frank Bowden, M.D. #10A664 EFN- Kevin Cronin, M.D. #065442 EFN- 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>EFN- William J. Dunn, M.D. #000489 EFN- Samuel K. Houston, M.D. #047789 EFN- Elias Mavrofrides, M.D. #011037 EFN- James A. Staman, M.D. #000490 EFN- 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>EFN- Benjamin Thomas, M.D. #058998 EFN- 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>EFN- Shawn Agee, M.D. #069531 EFN- 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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TFN- Total Flagler Network is Tier 2 in the Flagler Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

OPHTHALMOLOGY-CORNEAL SERVICES ONLY

EFN- Frank Bowden, M.D. #10A664 EFN- Kevin Cronin, M.D. #065442 EFN- Sarah Darbandi, M.D. #064021 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: 609 / 861-3899
EFN- Rory Myer, M.D. #040158 Patients 18 months and older	Tomoka Eye Associates, P.A. 21 Hospital Dr., Ste. 160, Palm Coast, FL 32164	386 / 586-3711 Fax: 386 / 586-3788

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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

OPTOMETRY

<p>EFN- Phillip Griffith, O.D. #064022 EFN- Amana Kovacs, O.D. #065455 EFN- Natasha Krzyanowski, O.D. #063360 EFN- Jane Pancurak, O.D. #065697 EFN- Jerry Robben, O.D. #064023 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: 904 / 861-3899</p>
<p>EFN- Michael Cady, O.D. #000468 EFN- Brittany McNeely, O.D. #059575 EFN- Philip Stephens, O.D. #001389 All Ages</p>	<p>Total Vision Palm Coast 15 Cypress Branch Way, Suite 206, Palm Coast, FL 32137</p>	<p>386 / 445-1880 Fax: 386 / 445-8796</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.

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.

ORAL SLEEP APNEA APPLIANCES

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.

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.

FCH- 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

OUTPATIENT REHABILITATION

FCH- Flagler Hospital (H) Physical Therapy	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4374 Fax: 904 / 819-4958
FCH- Performance Physical Therapy Physical Therapy	150 Southpark Blvd., Ste. 201, St. Augustine, FL 32086	904 / 824-7787
FCH- Orthopaedic Associates of St. Augustine 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
FCH- Saint Augustine Rehab Specialists Physical Therapy Occupational Therapy Patients ages 5 years and older	105 Mariner Health Way, Se. 213, St. Augustine, FL 32086 1100 Plantation Island Dr., S., Ste. 120, St. Augustine, FL 32080	904 /217-4259 Fax: 904 / 217-4251 904 /679-3449 Fax: 904 / 679-3436
EFN- First Coast Rehabilitation Occupational Therapy Physical Therapy	1 University Blvd., St. Augustine, FL 32086	904 / 829-3411 Fax: 904 / 829-3412
EFN- 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
EFN- 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 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.**

BALANCE & VESTIBULAR THERAPY

FCH- Flagler Hospital Physical Therapy	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4374 Fax: 904 / 819-4958
EFN- 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
EFN- First Coast Physical Therapy, Inc Occupational Therapy Physical Therapy	1 University Blvd., St. Augustine, FL 32086	904 / 829-3411 Fax: 904 / 829-3412
EFN- 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.**

HAND THERAPY SERVICES

EFN- Brooks Rehab Center Flagler County Residents Only	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.

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.

PAIN MEDICINE

FCH- Raul A. Monzon, M.D. #10X857 Patients 18 years and older	Pain Management Specialists of North Florida, P.A. 1301 Plantation Island Dr., Ste. 301, St. Augustine, FL 32080 700 Zeagler Dr., Ste. 8, Palatka, FL 32177	904 / 460-9555 Fax: 904 / 460-0090 386 / 325-4699 904 / 460-0090
FCH- Jyoti Patel, M.D. #120243 FCH- Elena Stanescu, M.D. #008065 Patients 18 years and older	The Physicians Pain Center 105 Southpark Blvd., St. Augustine, FL 32080 800 Zeagler Dr., Ste 610, Palatka, FL 32177	904 / 808-7246 Fax: 904 / 808-7090 386 / 325-7887 Fax: 904 / 808-7090
EFN- Robert Silvera, M.D. #063427 Patients 18 years and older	PhysiMed, P.A. 105 Southpark Blvd., Ste. C-300, St. Augustine, FL 32086	386 / 325-8525 Fax: 386 / 325-8526
EFN- 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 protocol.

PATHOLOGY – OUT-PATIENT/AMBULATORY

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

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4361 Fax: 904 / 819-4927
EFN- 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
EFN- AmeriPath Florida, LLC d/b/a/ AmeriPath South Florida Surgical Pathology	895 SW 30 th . Ave., Ste. 101, Pompano Beach, FL 33069	800 / 395-6770 Fax: 954 / 633-3753
EFN- 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
EFN- Atlantic Medical Services, LLC GI Pathology	1690 Dunlawton Ave., Ste. 130, Port Orange, Fl 32127	386 / 271-2273 Fax: 386 / 271-2274
EFN- Central Florida Pathology Group, P.A. Surgical Pathology	1000 Waterman Way, Tavares, FL 32778	352 / 343-3434 Fax: 352 / 589-4140
EFN- Mark & Kambour M.D., P.A. f/k/a Global Pathology Laboratory Derm Pathology	16250 N.W. 59 th . Ave., Ste. 201, Miami Lakes, FL 33014	866 / 825-4422 Fax: 786 / 639-0712

Additional Pathology information on the following page

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.

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.

PEDIATRICS

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

PEDIATRIC SUB-SPECIALTIES

INSTRUCTIONS: All Pediatric sub-specialties require Prior Authorization. Please contact the FHCP referral department for assistance in securing in-network Pediatric sub specialty care at 386 / 238-3230 or 800 / 352-9824 (Ext 3230)

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TFN- Total Flagler Network is Tier 2 in the Flagler Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

PEG TUBE FEEDING ASSESSMENT

EFN- Melissa Baumann, MS, RD, CDE #037681 EFN- 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
FCH- Flagler Hospital (H)	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 – For Providers, under Related Documents

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 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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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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

PERINATOLOGY

<p>EFN- Joann Acuna, M.D. #10AG04 EFN- Ramon Castillo, M.D. #002650 EFN- Gerardo Del Valle, M.D. #009720 EFN- Francisco Gaudier, M.D. #132173 EFN- Walter Morales, M.D. #039607 EFN- Edgard Ramos-Santos, M.D. #039607 EFN- 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>EFN- 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>MEDICAL RECORDS FAX – 386 / 481-5009</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.

PET SCAN

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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

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.

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

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 Hospital HCHP Network.
 FHCP Medicare can use FCH and EFN providers.

PHARMACY-PREFERRED RETAIL PHARMACY

PREFERRED MEANS LOWER COST FOR MEMBERS

FHC- 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 / 295-3689
FHC- 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
FHC- 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
FHC- FHCP Mail Order Pharmacy 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

EFN- Flagler Community Pharmacy	300 Health Park Blvd., St. Augustine, FL 32086 Monday–Friday 9:00 am – 6:00 pm Saturday 9:00 am – 12:30pm	904 / 824-4556 Fax: 904 / 829-6120
EFN- Walgreens 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 www.fhcp.com 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

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

PHYSICAL MEDICINE AND REHABILITATION SERVICES

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

EFN- Tyler Jay Staley, M.D. #10X029 Patients 5 years and older	FHCP Center 309 Palm Coast Parkway, Palm Coast, FL 32137 MEDICAL RECORDS FAX – 386 / 481-5009	386 / 445-7073 Fax: 386 / 447-7092
EFN- 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
EFN- 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.

PODIATRY

FCH- 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
FCH- 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
FCH- 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
FCH- 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
FCH- 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
EFN- Zachery P. Barnett, D.P.M. #056978 EFN- Andrew Green, D.P.M. #005587 EFN- Hilaree B. Milliron, D.P.M. #043201 EFN- Dennis McBroom, D.P.M. #10F763 EFN- Sona Ramdath Jr., D.P.M. #10T330 EFN- James Rust, III, D.P.M. #000031 EFN- 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.

PRIMARY CARE

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

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.

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.

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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.

PSYCHIATRY / BEHAVIORAL HEALTH (continued)

<p>FCH- 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>FCH- Todd Broder, M.D. #10U756 FCH- James Dent, M.D. # 006452 FCH- Russell Denea, M.D. #061125 FCH- Heather Luing, M.D. #045766 FCH- 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</p>	<p>904 / 819-2295 Fax: 904 / 819-2294</p>
<p>EFN- Jared Ritter, M.D. #041010 Newborn and older EFN- Susan Mounteer, LMFT #007654 Patients 2 years and older</p>	<p>FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137 MEDICAL RECORDS FAX – 386 / 481-5009</p>	<p>386 / 445-7073 Fax: 386 / 246-3839</p>
<p>EFN- Michael Meehan, L.C.S.W. #10F581 EFN- Melanie Nuszowski, Ph. D. #106197 EFN- Stuart Townsend, Ph.D. #061953 EFN- 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>EFN- 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

109 1/01/19

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FHCP Medicare can use FCH and EFN providers.

PSYCHIATRY / BEHAVIORAL HEALTH (continued)

EFN- 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
EFN- Todd Broder, M.D. #068231 EFN- Heather Luing, M.D. # 068233 Patients 18 years and older	Florida Center for TMS 811 State Road 206 East, Unit 1, St. Augustitne, FL 32086	904 / 429-7076 Fax: 904 / 342-2106
EFN- Meera Goyal, M.D. #056144 EFN- Edith Hidalgo, M.D. #056145 EFN- Satyen Madkaiker, M.D. #10R791	River Point Behavioral Health 6300 Beach Blvd. Jacksonville, FL 32216	904 / 724-9202 Fax: 904 / 724-7395
EFN- 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
EFN- 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
EFN- 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
EFN- Peter Poulos, M.D. #044948 EFN- 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
EFN- 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

PSYCHIATRY / BEHAVIORAL HEALTH (continued)

EFN- Robert W. Olds, M.D., P.A. #068701 EFN- Linda Olds, LCSW #068700 Patients 18 years and older	301 Health Park Blvd., Ste. 326, St. Augustine, FL 32086	904 / 819-5155
EFN- 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
EFN- SMA Behavioral Health Services, Inc. Adult and Adolescent	200 San Sebastian Way, St. Augustine, FL 32084 330 Kay Larkin Drive, Palatka, FL 32177	904 / 209-6200 Fax: 904 / 209-6201 800 / 539-4228
EFN- 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
EFN- 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
EFN- 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
EFN- David Bortnick, PhD, PsyD #068647 Patients 18 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](#)

PSYCHIATRY / BEHAVIORAL HEALTH (continued)

EFN- Emanuel Martinez, M.D. #120277 EFN- Sandra Currie, LMHC #068943 EFN- Carl Holmes, LCSW #68945 EFN- Polly W. Peterson, PhD. #068972 EFN- Geraldine Rodrigues-Pratt, ARNP #068972 EFN- Cindy Wilson, ARNP #068978 Patients 18 years and older	Emanuel Martinez, M.D. and Associates, P.A. 315 West Town Pl., Ste. 3, St. Augustine, FL 32092	904 / 940-2200 Fax: 904 / 940-2201
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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.

TFN- Baptist Behavioral Health	800 Prudential Dr., Jacksonville, FL 32207	904 / 202-2000
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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.

PSYCHIATRY / BEHAVIORAL HEALTH – CHILD & ADOLESCENT

EFN- Monique L. Upton, M.D. #10W539 Patients 2 years and older MEDICAL RECORDS FAX – 386 / 481-5009	FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137	386 / 445-7073 Fax: 386 / 246-3839
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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.

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

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TFN- Total Flagler Network is Tier 2 in the Flagler Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

PSYCHIATRY / BEHAVIORAL HEALTH / INPATIENT

FCH- Flagler Hospital	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-2295
EFN- Central Florida Behavioral Hospital	6601 Central Florida Pkwy., Orlando, FL 32821	407 / 370-0111
EFN- River Point Behavioral Health	6300 Beach Blvd., Jacksonville, FL 32216	904 / 724-9202
EFN- Shands Vista	4101 N.W. 89 th Blvd., Gainesville, FL 32606	352 / 733-0111
EFN- 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.

PULMONARY FUNCTION TESTS (PFTs with DLCO)

FCH- Flagler Hospital (H)	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

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

PULMONARY REHABILITATION

FCH- Flagler Hospital (H)	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.

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

PULMONOLOGY

FCH- Javier Aduen, M.D. #10AJ64 FCH- Usman Faisal, M.D. #042122 FCH- 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
FCH- 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
FCH- 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
EFN- 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
EFN- Bernard Borbely, M.D. #117588 EFN- Martin Kubiet, M.D. #003148 EFN- 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
EFN- 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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TFN- Total Flagler Network is Tier 2 in the Flagler Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

PULMONOLOGY (continued)

TFN- Baptist Pulmonary Specialists (Nassau)	1348 S 18 th 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**

PULMONARY - PEDIATRIC

INSTRUCTIONS: All Pediatric sub-specialties require Prior Authorization. Please contact the FHCP referral department for assistance in securing in-network Pediatric sub specialty care at 386 / 238-3230 or 800 / 352-9824 (Ext 3230)

118 1/01/19

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 Hospital HCHP Network.
FHCP Medicare can use FCH and EFN providers.

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, 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

Forms needed for reporting diseases and conditions to the State of Florida can be found on 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>

RHEUMATOLOGY

FCH- 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
FCH- 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
EFN- Cecilia Olazar, M.D. #061226 Non-Medicare patients 18 years and older	Cecilia C. Olazar, M.D. dba Arthritic Diseases Clinic 130 Professional Dr. Ponte Vedra, FL 32082	904 / 285-1113 Fax: 904 / 285-3110

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.

TFN- 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: All Pediatric sub-specialties require Prior Authorization. Please contact the FHCP referral department for assistance in securing in-network Pediatric sub specialty care at 386 / 238-3230 or 800 / 352-9824 (Ext 3230)

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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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SKILLED NURSING FACILITY

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

FCH- Flagler Hospital	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4358 Fax: 904 / 819-4961
FCH- Manoj Prakash, M.D. #003801 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
EFN- Bernard Borbely, M.D. #117588 EFN- Martin Kubiet, M.D. #003148 EFN- Ramzi Shaqareq, M.D. #10J052 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
EFN- Flagler Diagnostic and Sleep Disorders Center Patients 5 years and older	4721 East Moody Blvd., Bldg. 1, Suite 104, Bunnell, FL 32110	386 / 586-6229 Fax: 386 / 263-2975
EFN- 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.

SLEEP DISORDER PROVIDER – HOME STUDIES

EFN- 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.

SLEEP DISORDER PROVIDER – PEDIATRIC

INSTRUCTIONS: All Pediatric sub-specialties require Prior Authorization. Please contact the FHCP referral department for assistance in securing in-network Pediatric sub specialty care at 386 / 238-3230 or 800 / 352-9824 (Ext 3230)

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SUBSTANCE ABUSE - DETOXIFICATION & INPATIENT CARE

SMA Behavioral Health Services, Inc.	330 Kay Larkin Drive, Palatka, FL 32177 Inpatient Detox 1150 Red John Drive, Daytona Beach, FL 32124 Inpatient Crisis Stabalization Inpatient Detox	800 / 539-4228
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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.** FHCP Case Management Department – 386 / 676-7187.

SUBSTANCE ABUSE - INTENSIVE OUTPATIENT PROGRAM

FCH- Flagler Hospital	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 - OUTPATIENT

FCH- Flagler Hospital	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4040 Fax: 904 / 819-4041
EFN- SMA Behavioral Health Services, Inc. Adult and Adolescent	200 San Sebastian View Ste. 2033. Augustine, FL 32084 330 Kay Larkin Drive, Palatka, FL 32177	904 / 209-6200 800 / 539-4228

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 - PARTIAL HOSPITALIZATION PROGRAM

FCH- Flagler Hospital	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 - RESIDENTIAL

SMA Behavioral Health Services, Inc. #00JP48 Adults Only	330 Kay Larkin Drive, Palatka, FL 32177	800 / 539-4228
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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.

SURGERY-CARDIOVASCULAR

FCH- 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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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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

SURGERY-GENERAL

FCH- 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
FCH- 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
FCH- 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
FCH- Robert Marema, M.D. #10H772 FCH- 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
EFN- Steven Bower, M.D. #010391 Patients 14 years and older EFN- John J. Cascone, M.D. #049876 Patients 12 years and older EFN- 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.

SURGERY-HAND

FCH- 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
EFN- Tamara R. Clancy, M.D. #006794 All ages	Volusia Hand Surgery Clinic 315 Palm Coast Parkway N.E., Suite. 4, Palm Coast, FL 32137 Fax number listed is for Dr. Clancy's Port Orange Office	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

FCH- David Greenwald, M.D. #10Q665 Patients 18 years and older	David L. Greenwald, P.A. 100 Whetstone Pl., Ste. 130, St. Augustine, FL 32086	904 / 217-7450 Fax: 904 / 217-7483
EFN- Michael Petr, M.D. #069395 Patients 18 years and older	Jacksonville Brain & Spine, PLLC 7807 Baymeadows Road East, Ste. 208, Jacksonville, FL 32256	904 / 330-0302 Fax: 904 / 330-0418
EFN- Dennis Mark Murphy, M.D. #143848 Patients 18 years and older	FHMMC Brain & Spine Surgery Associates Palm Coast Brain & Spine Surgical Associates 120 Cypress Edge Dr., Ste. 208, Palm Coast, FL 32164	386 / 586-1658 Fax: 386 / 586-1680

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.

TFN- Baptist- Lyerly Neurosurgery	800 Prudential Dr. #11, Jacksonville, FL 32207	904 / 388-6518 Fax: 904 / 393-7872
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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.

SURGERY-ORAL

<p>EFN- Daniel Gesek, Jr., D.M.D. #002051 EFN- Michael Middlebrooks, D.M.D. #061948 EFN- Scott Imray, D.M.D. #002050 All Ages</p>	<p>Imray & 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</p> <p>904 / 264-7383 Fax: 904 / 264-7889</p> <p>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>FCH- 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>FCH- James Grimes, M.D. #006389 FCH- Brian Haycook, M.D. #138698 FCH- Kurtis Hort, M.D. #113849 FCH- Sina Kasraeian, M.D. #036663 FCH- John Stark, M.D. #10M204 FCH- 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>PRACTICE PROVIDES SPORTS MEDICINE</p>	<p>904 /904-209-1382 Fax: 904 / 287-7876</p> <p>904 / 825-0540 Fax: 904 / 825-2490</p>
<p>FCH- Todd Northrup, D.O. #009670</p> <p>Patients 12 years and older</p>	<p>Spartan Orthopedic Institute 150 Southpark Blvd., Ste. 102, St. Augustine, FL 32086</p> <p>PRACTICE PROVIDES SPORTS MEDICINE</p>	<p>904 / 823-3764 Fax: 904 / 823-8967</p>
<p>EFN- Dennis Alter, M.D. #005138 EFN- David Gay, M.D. #10N313 EFN- Jeffrey Keen, M.D. #10U001 EFN- 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 HOSPITAL

Additional Sugery-Orthopaedics information on the following page

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SURGERY-ORTHOPAEDICS (continued)

<p>EFN- Antony Denard, M.D. #05447 EFN- James Bryan, M.D. #006073 EFN- Richard K. Gaines, M.D. #10AB03 EFN- Antony Denard Jr., M.D. #054447 EFN- Albert Gillespy, M.D. #004452 EFN- Mark Gillespy, M.D. #004501 EFN- Jeffrey Martin, M.D. #107390 EFN- Todd McCall, M.D. #10B922 EFN- 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>EFN- 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>EFN- 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>TFN- 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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SURGERY-PLASTIC

FCH- Anh Vu, M.D. #10C031 Patients 18 years and older	Harmony Medical 301 Health Park Blvd., St. Augustine, FL 32086	904 / 245-1320 Fax: 866 / 878-2261
EFN- 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.

SURGERY-THORACIC

FCH- 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
EFN- 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.

UROGYNECOLOGY/RECONSTRUCTIVE PELVIC SURGERY SERVICES

EFN- 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

FCH- 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
EFN- 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 MEDICAL RECORDS FAX – 386 / 481-5009	386 / 238-3289 Fax: 386 / 238-3296
EFN- 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

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

INSTRUCTIONS: You should schedule the surgery with the hospital/surgery center, make arrangements for pre-op as needed and notify the member. The requesting surgeon should then complete the FHCP Surgical & Special Procedure Form. Fax the form to the FHCP's Central Referrals at the Holly Hill facility at 855 / 442-8398. The Referral Department will review the request. The surgeon will be notified only if the surgery is not approved.

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

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.

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TFN- Total Flagler Network is Tier 2 in the Flagler Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

TRANSPLANTS

INSTRUCTIONS: All Transplants, as well as a second transplant opinion, require prior authorization by FHCP. Complete a FHCP Referral Form; fax the form along with all clinical documentation to the FHCP Central Referral Department at 386 / 238-3253 or 877 / 659-3427. The Referral Department will review the request and notify you of their decision. 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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FHCP Medicare can use FCH and EFN providers.

ULTRASOUND TESTING

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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

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

URGENT CARE SERVICES

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

Additional Urgent Care 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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

URGENT CARE SERVICES (continued)

<p>FCH- 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>EFN- MediQuick Urgent Care Center</p>	<p>6 Office Park Drive, Palm Coast, FL 32137 After hours care only- 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 After hours care only- 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.

UROLOGY

FCH- Jeffrey Dann, M.D. #010952 FCH- Howard Epstein, M.D. #001664 FCH- Terrance Regan, M.D. #001842 Patients 16 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.

TFN- 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.

VACUUM ASSISTED CLOSURE DEVICES

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

VARICOSE VEIN TREATMENT

FCH- 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
FCH- 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
EFN- 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

EFN- 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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TFN- Total Flagler Network is Tier 2 in the Flagler Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

WALK-IN CENTER

FCH- 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

FCH- Flagler Hospital – St. Augustine	Flagler Hospital – St. Augustine 400 Health Park Blvd., St. Augustine, FL 32086	904 / 687-2021
EFN- 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.

WOUND CARE

FCH- 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
FCH- 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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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 Hospital HCHP Network.

FHCP Medicare can use FCH and EFN providers.

X-RAYS (PLAIN FILMS)

FCH- Flagler Hospital (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
EFN-St. Augustine Imaging (N) Medicare only	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.

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

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

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