

**Florida
Health Care
Plans**

An Independent Licensee of the Blue Cross and Blue Shield Association

FHCP 45 years of Service and a Medicare 5 Star Plan**ELECTRONIC REFERRAL SUBMISSION****GO-LIVE date will be June 11th****Sign up for the PROVIDER PORTAL TODAY!**

You may have already heard; FHCP is implementing an electronic referral system, accessible through the Provider Portal. Referrals will only be accepted through the Provider Portal after we GO-LIVE June 11th.

Please make sure you have registered your practice at www.FHCP.com

WHAT THE PORTAL OFFERS:

- Electronic Submission for fast, convenient access to Central Referrals
- Provider Dashboard allows you to check the status of your request.
- No more phone calls and wait time.
- Ability to upload required documentation
- Obtain authorization on completed cases, without calling to request information.

This innovative and exciting electronic platform is currently being piloted by several of your colleagues with positive feedback. Current users report, “ease and speed of entry” and “the dashboard has reduced work load”, as they can see their referrals status. Sign up today, GO-Live will be June 11th. See you in the Portal!

FHCP Construction Department has been busy keeping up with our growth.

June 17, 2019 will be the opening date of our second Port Orange Pharmacy located at 1657 Taylor Rd., Port Orange. Along with the New Pharmacy there will also be a new Physician's office that will be opening at a later date. More information to follow.

FHCP's newly constructed Orange City building at 2777 Enterprise Road has opened. The new building includes offices: for the Primary Care Physicians, EHCC/WFW Clinic, Lab collections, Infusion clinic and Radiology.

**FHCP New Orange City Building**

Announcements, Updates and Reminders

Just a reminder!

Dr. Karla McNish is now seeing Wound Care patients at our Deland FHCP Facility along with her Primary Care Patients. She is accepting referrals for wound care patients in West Volusia.

Congratulations to Dr. Neil Nipper and Dr. Stephen Keen on their new positions as Medical Directors. They will both be working along with Administration to achieve our goals and continue providing 5 Star Quality health care to our community at a reasonable cost.

Medical Director of Practice Management-FHCP Multispecialty Group.

Dr. Nipper has been with FHCP since 2016. He will be working closely with our Practice Management Team including our PCP's and Specialists.



Medical Director of Quality, Utilization and Case Management Services.



Dr. Keen has been with FHCP for 4 years. He has been working with our utilization team as an UMP provider and will continue to work with our Quality Management and Case Management Services.



Dr Joel Sebastien, Bariatric Medical Director
Dr. Lars Nelson, Bariatric Surgeon

East Coast Bariatrics is nationally accredited with the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program. This designation recognizes our program as having quality outcomes and a high standard of care. Our mission is “To provide a dedicated and compassionate approach to weight loss management for the seriously obese, through a comprehensive support program which includes surgical treatment.”

Our program is unique and has served our community for over 15 years. The Bariatric multidisciplinary team of professionals includes physicians, nurse practitioner, dietitian, mental health counselor, exercise physiologist, clinical and support staff. Each member of this team is dedicated to helping people improve or resolve their medical risk factors and reduce their weight through a comprehensive approach to weight management that includes:

Laparoscopic Roux-en-Y Gastric Bypass
Laparoscopic Vertical Sleeve Gastrectomy (outpatient available to those who qualify)
Laparoscopic Duodenal Switch
Laparoscopic removal of Adjustable Gastric Bands
Bariatric Surgical Revisions
Bariatric Counseling with a Licensed Professional and Registered Dietitian
Support Groups provided by a Licensed Professional
Non-Surgical Medical Weight Management
Treatment for Emotional and Binge Eating

Our focus is to work together with each patient individually to emphasize that weight loss surgery itself is but one tool in an overall life changing decision towards an improvement in health, which targets the goal of wellness.

Things to know:

- Patients who meet qualifications may have surgery on an outpatient basis at FHCP Ambulatory Surgery Center in Orange City.
- Potential patients will attend a free information seminar with one of the surgeons. Locations available are: Daytona Beach and Orange City.
- Providers should send FHCP referrals a request for patients to enter the Bariatric Program.
- Our team will guide your patients through their individual requirements.

If you have obese patients that would benefit from improving or resolving their comorbid health issues, please refer them to contact our office at 386-238-3205.

HEDIS®/STAR PROVIDER GUIDE IS ONLINE AT FHCP.COM

HEDIS (Healthcare Effectiveness Data & Information Set) and Star (Centers for Medicare & Medicaid) quality measures are designed to help practitioners meet the needs of their patients and improve quality of care. Meeting these measures is an important factor in our accreditation with the National Committee for Quality Assurance (NCQA).

The HEDIS/STAR Provider Guide can be found at fhcp.com, under “For Providers” then “Resources and Support”. Quality Management updated this guide in September 2018 to reflect recent changes in some quality measures.

If you have any questions or would like to receive a hard copy of the HEDIS/STAR Provider Guide, please contact FHCP Quality Management/Performance Improvement at: 386-676-7100 ext. 7258.

REMINDERS:**1. CBP: Controlling High Blood Pressure (Star Measure)**

- Age 18 to 85 with a diagnosis of hypertension (HTN) should have adequately controlled blood pressure (BP) during the measurement year.

Control is based upon:

- Ages 18 to 85 have BP controlled at **LESS THAN 140/90**. A BP of 140/90 is **NOT**
- considered compliant per the quality measure.
- If BP is elevated, retake BP and document in the chart. Treat as necessary. Chart all measurements, and efforts to obtain BP control.
- Control within the measurement year of **139/89 or below** should always be documented in the EHR if attained!
- If a member demonstrates a high blood pressure, a **SECOND BP** should always be taken at the same visit after the member sits quietly. Make sure this is documented in the chart.

Please check to be sure any BP taken transfers into the member’s chart in EHR.

ICD-10 Codes: I10

BP CPT II Codes:

Systolic BP < 140: 3074F, 3075F
Diastolic <90 3078F, 30709F

Hypertension CPT II Codes:

3077F, 3074F, 3075F

Excluded members: End-Stage Renal Disease, kidney transplant, hospice, or pregnancy during the measurement year.

“Know your Numbers” - May is National Blood Pressure Awareness month. Let’s take this opportunity to educate our members on hypertension, diet and exercise, and medication management.

- 2. Retinal Eye Exam (Star Measure):** We are pleased to announce that FHCP has purchased a Retina Vue Imager. This retinal eye exam device is currently being utilized by endocrinology in Dr. Miceli's office and will be expanded to other offices in the future. Your diabetic patients that are being managed by Dr. Miceli can now get their annual diabetic eye exam while at his office.
- 3. Childhood and Adolescent Immunizations:** We're pleased to announce an incentive for parents of children and adolescents who have had all their immunizations. A memo will be sent out soon to our providers with more information.

ATTENTION: PROVIDERS
PreDiabetes = Prevent Diabetes

The Diabetes/Health Education department is in our second year of a lifestyle intensive, Diabetes Prevention Program. Have you started thinking of pre-diabetes as "Prevent" Diabetes? The CDC urges you to talk to your patients every time they come in about their weight, eating and activity goals and the medications they are taking. Having enough time to talk to your patients may be as simple as "Have you attended the FHCP Education class?" We have the tools to enhance behavior change including motivational interviewing skills in our classes and individual appointments. Our weight management class, Eat Right Move Right, is now offered in six locations at various times for the convenience for our members. In addition, Diabetes (DSMT) classes or individual appointments are held in most Florida Health Care Plans locations. There are also monthly evening diabetes classes held in Daytona Beach. We are holding a Saturday class monthly in both the Orange City and Daytona Beach classrooms.

A physician referral is highly recommended; however, a member can also self-refer. We add classes as the need increases; sending referrals helps us to better plan for educating your members.

Individual appointments are available for members who cannot attend classes due to medical necessity or a hardship.

How can we help you better? An educator will be stopping by to ask. We want to enhance the engagement of our members by being the "community partner in good health!"

For questions, please contact the Diabetes/Health Education Department at (386) 676-7133 or toll free 1-877-229-4518. For providers who do not use the Florida Health Care Plans' EHR system, please fax your referral to (386) 238-3228.

This Dental Plan is only for Volusia and Flagler Counties and covers most Medicare Plans



Florida Health Care Plans has state of the art dental offices to help our members take care of their mouth and teeth.

Our Dental offices see both Florida Health Care Plans members and non-members.

Our Dental offices accept most dental plans and also offers an in-house discount dental plan – Smile Smart



Please call our dental offices to schedule your new patient appointment.

Tanturi, Nicholas D.D.S.
David K. Boules, D.M.D.
 350 N. Clyde Morris Blvd.
 Daytona Beach, FL 32114

386-238-3280

Monday - Friday
 8 a.m. - 4:30 p.m.
 Emergency Appointments
 Available Daily
 TTY: 1-800-955-8770

Vamsi K. Kallepalli, D.M.D.
 2777 Enterprise Rd.
 Orange City, FL 32763

386-481-6886

Monday - Friday
 8 a.m. - 5 p.m.
 Emergency Appointments
 Available Daily
 TTY: 1-800-955-8770



WWW.FHCP.COM/DENTAL

TAKING CARE OF YOUR TEETH & ORAL HEALTH

HAVING A NICE SMILE CAN IMPROVE YOUR

- SELF ESTEEM
- PROFESSIONAL SUCCESS
- PERSONAL RELATIONSHIPS
- OVERALL HEALTH

Our Dental offices provide a comprehensive range of services including:

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|------------------------|-----------------------|
| X-rays and Exams | Dentures |
| Dental Cleanings | Extractions |
| Whitening | Dental Implants |
| Veneers | Root Canals |
| Bonding/White Fillings | Periodontal Treatment |
| Crowns and Bridges | |



IT IS RECOMMENDED TO SEE A DENTIST AT LEAST TWICE A YEAR TO MAINTAIN GOOD ORAL HEALTH.

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