



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

**THE FHCP PROVIDER REFERRAL GUIDES CAN BE FOUND AT
WWW.FHCP.COM – PROVIDERS
AND THE FHCP PROVIDER PORTAL**

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

Helpful Tips when navigating these guides:

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



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

CHECK OUT OUR WEBSITE!!! www.fhcp.com

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)
Provider 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.**

FHCP PROVIDER PORTAL INFORMATION

REGISTRATION - Registration for the FHCP Provider Portal is available at www.fhcp.com. Click on the Provider Portal link in the upper right hand corner. You will need your organization's Tax and Vendor ID to complete the registration process.

FHCP ELECTRONIC REFERRAL PROCESS

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

THANK YOU

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ACUPUNCTURE

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

This program is for Medicare Members with a history of lower chronic back pain lasting 12 weeks and not identifiable with a systemic cause, such as metastatic, inflammatory, or infectious disease and not associated with surgery or pregnancy.

ALLERGY

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.

Juan C. Mas, M.D. #000557 Edward McLaughlin, M.D. #000003 Patients 2 years and older	Asthma & Allergy Specialists 9 Pine Cone Drive, Ste. 105, Palm Coast, FL 32137 150 Southpark Blvd. Ste. 104, St. Augustine, FL 32086	386 / 446-3006 Fax: 386 / 446-2909 904 / 826-3343 Fax: 904 / 826-3295
Steven Dorman, M.D. #061444 Harry Katz, M.D. #130020 Sunil Joshi, M.D. #061593 All Ages	Family Allergy & Asthma Consultants 135 Professional Dr., Ste. 106, Ponte Vedra Beach, FL 32082	904 / 636-9100 Fax: 904 / 636-9102

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

ARTERIAL BLOOD GASES (ABG's)

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.

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 891-4961
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AUTISM SPECTRUM DISORDER (ASD)

Prior authorization from the FHCP Central Referrals Department 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.

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
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APPLIED BEHAVIOR ANALYSIS (ABA THERAPY)

REQUIRES PRIOR AUTHORIZATION. Please complete the "FHCP Referral Form" found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Easterseals Northeast Central Florida	156 McGregor Rd Deland, FL 32720	386 / 873-3658 Fax: 386 / 738-1160
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BARIATRIC SURGERY PROGRAM

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.

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

BONE DENSITY STUDIES

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.

FHCP will cover this testing once every 24 months.

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

BONE SCANS

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.

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

BONE GROWTH STIMULATORS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

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Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

OrthoFix, Inc. #00SD93	1720 Bray Central Drive, McKinney, TX 75069	800 / 527-0404 Fax: 800 / 445-2023
EBI #00SD26	100 Interpace Parkway, Parsippany, NJ 07054	800 / 526-2579 Fax: 888 / 299-9022

BRACES / ORTHOTICS / PROSTHETICS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

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Ward Medical #065892	2435 US Hwy. 1 S., St Augustine, FL 32086	904 / 794-9600 Fax: 904 / 794-9601
Rosana Rodriguez, D.P.M. # 061086 Daniel Black, D.P.M. #085749 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
Restore OPC #001917	1320 Mason Ave., Daytona Beach, FL 32117	386 / 258-0401 Fax: 386 / 252-1013
Hanger Prosthetics and Orthotics, Inc	1282 3 rd . St., S, Jacksonville Beach, FL 32250 200 Southpark Blvd. Ste. 209, St. Augustine, FL 32086	904 / 249-1757 Fax: 904 / 249-0486 904 / 396-4400 Fax: 904 / 396-4092
Florida O & P Services, Inc.	1797 Old Moultrie Rd., Ste. 110, St. Augustine, FL 32086	904 / 826-0027 Fax: 904 / 808-9973
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

DIABETIC SHOE PROVIDERS

Hanger Prosthetics and Orthotics, Inc	1282 3 rd . St., S, Jacksonville Beach, FL 32250 200 Southpark Blvd. Ste. 209, St. Augustine, FL 32086	904 / 249-1757 Fax: 904 / 249-0486 904 / 396-4400 Fax: 904 / 396-4092
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

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 non-customized 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.

CARDIAC CATHETERIZATION

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

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Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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CARDIAC MONITORING

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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CARDIAC REHABILITATION

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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.

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

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.

<p>Imraan Ansaarie, M.D. #055635 Patients 18 years and older</p>	<p>Ansaarie Cardiac & Endovascular Center of Excellence 215 Hwy, 17 S. East Palatka, FL 32131</p>	<p>386 / 232-9203 Fax: 386 / 222-3064</p>
<p>Manish Bansal, M.D. #045388 Vincent Caracciolo, M.D. #063432 David Grech, M.D. #042113 Kevin Hayes, D.O. #061060 Christopher Jones, D.O. #066791 Miciah Jones, D.O. #081408 Michael Koren, M.D. #069557 Lilla G. Martin, M.D. #073692 Dinesh Pubbi, M.D. #061061 Neil Sanghvi, M.D. #046642 Sunil Singh, M.D. #072650 Larry Van Crisco, M.D. #061059 Ameeth Vedre, M.D. #079841 Patients 18 years and older</p>	<p>First Coast Heart & Vascular Center, P.A. 100 Whetstone Place, Ste. 102, St. Augustine, FL 32086 100 Whetstone Place, Ste. 310, St. Augustine, FL 32086 70 Turin Terrace, Ste. 210, St. Augustine, FL 32086 14810 Old St. Augustine Rd. Ste. 210, Jacksonville, FL 32258 3901 University Blvd., Ste. 221, Jacksonville, FL 32216 228 Ponte Vedra Park Dr., Ste. 800, Ponte Vedra, FL 32082 351 Town Plaza Ave., Ste 203, Ponte Vedra, FL 32081 1679 Eagle Harbor Parkway, Ste. B, Orange Park, FL 32003 6500 Crill Ave., Palatka, FL 32177 6500 Ft. Caroline Rd., Ste. 4, Jacksonville, FL 32277</p>	<p>904 / 342-8300 Fax: 904 / 342-8301 904 / 342-8300 Fax: 904 / 342-8301 386 / 342-8300 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 / 342-8300 Fax: 904 / 342-8301 904 / 375-8100 Fax: 904 / 375-8101 386 / 445-9966 Fax: 386 / 445-3398 904 / 342-8300 Fax: 904 / 342-8301</p>
<p>Ferris George Jr., M.D. #06669 Robert Signor, Jr., M.D. #002744 Patients 21 years and older</p>	<p>St. Augustine Cardiology Associates, P.A. 201 Health Park Blvd., Ste. 105, St. Augustine, FL 32086</p>	<p>904 / 824-1776 Fax: 904 / 825-1270</p>

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

CARDIOLOGY (continued)

<p>Trevor Greene, M.D. #10H682 Todd Lewis, M.D. #059293 Edward Pereira, M.D. #142216 Bashar Saikaly, M.D. #104233 Amit Gupta, M.D. #081885 Patients 18 years and older</p>	<p>Drs. Baker & Gilmour, M.D., P.A. 300 Health Park Blvd., Ste. 1006, St. Augustine, FL 32086</p>	<p>904 / 794-7050 Fax: 904 / 794-7135</p>
<p>Robert Kelsey, M.D. #061570 Patients 18 years and older</p>	<p>Primecare, PL 2720 U.S. Hwy. 1, South, Ste. B, St. Augustine, FL 32086</p>	<p>904 / 827-0078 Fax: 904 / 827-0140</p>
<p>Krishna Sikaria, M.D. #112101 Patients 18 years and older</p>	<p>Heart Center of St. Augustine, P.A. 301 Health Park Blvd., Ste. 329, St. Augustine, FL</p>	<p>904 / 825-4333 Fax: 904 / 825-4248</p>
<p>Ali Tutar, M.D. #136764 Patients 18 years and older</p>	<p>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</p>	<p>904 / 823-8809 Fax: 904 / 823-8851</p>
<p>Robert Bianco, MD #114662 Patients 18 years and older</p>	<p>FHCP Center 145 City Place, Palm Coast, FL 32164 MEDICAL RECORDS FAX – 386 / 481-5009</p>	<p>386 / 302-0975 Fax: 386 / 302-0976</p>

Information on Zoll Life Vests can be found under Durable Medical Equipment.

CARDIOLOGY - PEDIATRIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

CASE MANAGEMENT COORDINATION OF CARE DEPARTMENT

Case Management Coordination of Care is designed to address the needs for the highest risk members. The case management process utilizes evidence-based clinical guidelines to conduct comprehensive assessment of the member's condition, evaluates available benefits and resources, develops and implements a case management plan with performance goals, monitoring, and follow up. The overall goal of case management is to empower members in self-management skills, regain optimum health, or improve functional capability through appropriate services and interventions. Case Management is a voluntary program and all eligible members have the right to decline participation.

Criteria for enrollment in Case Management Coordination of Care includes but not limited to members with new diagnoses, acute or uncontrolled chronic diseases, critical events that require extensive use of resources, significant barriers of social determinants of health that limit access to care, or identified from proactive data screening, who may require any of the following:

- Assistance navigating the health care system
- Assistance with monitoring and treatment
- Assistance with barriers related to social determinants of health
- Education on health condition(s) and health coaching
- Education supporting practitioner plan of care
- Coordinate appropriate resources, programs, or benefits
- Coordinate measures to improve quality of life and disease-specific outcomes

There are several case management services that the members will be stratified to:

- **Chronic Complex Care**- assists members with complex health conditions to reduce disease progression and gain empowerment through self-management of lifestyle practices that aims to improve quality of life. Members would benefit from advocacy, education, and navigation to access appropriate care, link to resources, benefits, or programs. Program includes transplant case management.
- **Interactive Health at Home**- remote patient monitoring targets members with uncontrolled hypertension and Congestive Heart Failure. Members would benefit from health sessions, monitoring of members' biometrics, and management of symptoms. Reports to the member's physician are timely, accurate, and actionable data to promote clinical efficiencies, reduced hospitalizations, and improved outcomes for members. Peripherals offered are scale, blood pressure cuff, and pulse oximetry.
- **Short Term Program**- assists members with new onset of health diagnoses, transitional care from hospital to home, or link members with high use of emergency room or hospitalizations to FHCP resources. Members would benefit from frequent contact for monitoring and education to understand signs and symptoms for early intervention and gain empowerment with self-management skills to reduce complications and improve quality of life.

Additional Case Management information on the following page

CASE MANAGEMENT COORDINATION OF CARE DEPARTMENT (continued)

- **In-Home Mid-Level Providers-** Available in Brevard, Volusia, Flagler, and Seminole counties; the RN Case Manager coordinates member care with the mid-level providers to assist homebound members or those with limited support to supplement primary care services in the home or facilitate transitional care for high risk members discharged from hospital/SNF to home. The goal is to reduce the risk of disease progression; reduce risk of fragmented care; provide early interventions to reduce need for emergency department, hospitalization, and urgent care by provision of primary care or transitional care services. In Home Mid-Level providers promote compliance with follow up care and medication management to reduce complications and enhance quality of care.
- **Community Resource Program-** Community Resource Coordinators partners with members and providers/referral sources to address the barriers to social determinants of health that impact access to healthcare through utilization of agencies and community partners. Community Resource Coordinators complete individualized needs assessments to link members with appropriate existing resources offered through agencies or within their community. CRCs do not address urgent placement or home safety evaluations; physicians would continue to refer members with urgent needs to HHC Skilled Nurse and Medical Social Worker or Department of Children and Families. SNF placement continues to be directed to Utilization Management Department 386-676-7187.

Members may be referred by:

- Practitioners
- Member or Caregiver
- Discharge Planners
- Medical Management Programs
- Proactive Data Claims Review

There are various methods to refer a member to the Case Management Coordination of Care or Community Resources 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

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

Additional Case Management information on the following page

CASE MANAGEMENT COORDINATION OF CARE DEPARTMENT (continued)

FHCP New Member Transition of Care Program- The goal of the Transition of Care team is to assist new members transitioning into our network of providers, pharmacies, and covered medications. The member would benefit from clinical review of health history and medications to coordinate care with available resources, benefits, and participating providers or services to make the transition as seamless as possible. The RN Navigator assists existing members that are experiencing a change in benefits, providers, or services, or moving into another county served by FHCP or change of employers that offer FHCP insurance.

Members may be referred by:

- Practitioners
- Member or Caregiver
- Member Services
- Marketing Agents
- Employer Groups

There are various methods to refer members to the New Member Transition of Care Program:

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

Referral from available through the provider handbook

Fax: 386/238-3271

Website: www.fhcp.com

Email: toc@fhcp.com

Internal: E.H.R. Task

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

Additional Case Management information on the following page

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 Mangers/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

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

Kenneth L. Berry, D.C. # 069035 All Ages	The Village Chiropractic Center of Florida Inc. 319 W. Town Pl., Ste. 7, St. Augustine, FL 32092	904 / 940-0361 Fax: 904 / 940-0364
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
Erika Hamer, D.C. #061409 All Ages	Ponte Vedra Wellness Center 100 Corridor Rd., Ste 220 Ponte Vedra Beach, FL 32082 205 Marketside Ave., Ste. 200 Ponte Vedra, FL 32081	904 / 273-2601 Fax: 904 / 273- 4607 904 / 834-2717 Fax: 904 / 834-2942

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 45 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.

Please Fax a copy of the test results to FHCP Medical Records at 386-481-5009

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

COLONOSCOPY / SCREENING

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.

<p>William Foody, M.D. #061115 Willemijntje Hoogerwerf, M.D.#10AL43 Benoit Pineau, M.D. #131068 Anis Ahmadi, MD #05155 William Barlow, MD #047675 Lindsey Merritt, D.O. #092748 Timothy Cavacini, D.O. #108542 Daniel Gassert, M.D. #10T871 Camille McGaw, M.D. #051554 Santiago Rosado, M.D. #137855 Stuart Soroka, M.D. #116113 Steven Villanueva, M.D. #061064 Patients 18 years and older</p>	<p>Borland- Groover Clinic 100 Whetstone Pl. Ste. 105, St. Augustine, FL 32086 216 Southpark Cir., East, St. Augustine, FL 32086 52 Tuscan Way, Ste. 203, St. Augustine, FL 32092 50 Cypress Point Pkwy., Condo C1, Palm Coast, FL 32164 3 Pine Cone Dr., Ste. 106, Palm Coast, FL 32137</p>	<p>904 / 829-9557 Fax: 904 / 829-9125 904 / 824-6108 Fax: 904 / 823-9613 904 / 824-6108 Fax: 904 / 823-9125 386 / 986-3400 Fax: 904 / 823-9613 904 / 829-9557 Fax: 904 / 829-9125</p>
<p>Lakhinder Bhatia, M.D. #060852 Beatrice Bratu, M.D. #005470 Harsh Duphare, M.D. #061640 Ammar Hemaïdan, M.D. #000104 Saud El-Sayed Suleiman, M.D. #001166 Hassan Zulfiqar, M.D. #009959 Patients 18 years and older</p>	<p>Advanced GI 315 Palm Coast Pkwy., Palm Coast, FL 32137 All appointment scheduling will be through the Port Orange office MEDICAL RECORDS FAX – 386 / 481-5009</p>	<p>386 / 763-4920 Fax: 386 / 763-4939</p>

CONTRACEPTION

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

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

CT SCANS

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.

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.

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

DENTAL SERVICES

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.

Stephanie Kinsey, D.D.S. #079715 Eligible Non-Medicare Plan Members Only Patients 18 years and older	Palencia Dental 159 Palencia Village Dr., Ste. 107, St. Augustine, FL 32095	904 / 826-4343 Fax: 904 / 826-4335
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
James Alexander, D.M.D. #042447 Eligible Non-Medicare Plan Members Only Patients 18 years and older	Alexander Dental 46 Tuscan Way, Ste. 306, St. Augustine, FL 32092	904 / 940-5757 Fax: 904 / 940-5667

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 clinical documentation directly to FHCP's Dental Department 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

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

<p>Bruce Paley, D.O. #112334 All Ages</p>	<p>Bruce Paley, P.A. 1851 Old Moultrie Rd., St. Augustine, FL 32084 1542 Kingsley Ave., Ste 146, Orange Park, FL 32073 205 Zeagler Dr., Ste. 202 Palatka, FL 32177</p>	<p>904 / 824-8088 Fax: 904 / 824-1160</p>
<p>Christina Brennan, M.D. #039201 Laura Towne, M.D. #10F600 Ivette Sosa-Seda, M.D. #098351 All Ages</p>	<p>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</p>	<p>904 / 823-8823 Fax: 904 / 808-8587 904 / 824-4005 Fax: 904 / 824-4009</p>
<p>Mid-Florida Dermatology All Ages</p>	<p>3100 US Highway 1 South, Unit #4A St. Augustine, FL 32086.</p>	<p>407 / 299-7333 Toll Free – 888 / 318-3183 Fax: 407 / 293-2049 Help line for questions 407 / 581-4171</p>
<p>David J. Gross, M.D. #108716 Patients 18 years and older</p>	<p>1100 South Ponce De Leon Ste, 3-B, St. Augustine, FL 32086.</p>	<p>904 / 823-9992 Fax: 904 / 823-0991</p>
<p>Bishr Al Dabagh, M.D. #093762 Sarah Ferrer-Bruker, D.O. #093763 All ages</p>	<p>Bold City Dermatology 316 Paseo Reyes Dr., St. Augustine, FL 32095</p>	<p>904 / 544-5800 Fax: 904 / 544-5800</p>

DIABETES EDUCATION

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

<p>Melissa Baumann MS, RD, CDE Kathyann Carmona, R.N. Cara Karner, MS, RD, LD, CDE Catherine Robinson, MS, RD, LD, CDE</p> <p>Phyllis Wolff, DNP, ARNP-C, CDE #045340 Patients 14 years and older</p>	<p>FHCP Center Classes available at various locations or on an individual basis depending on the need.</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. MEDICAL RECORDS FAX – 386 / 481-5009</p>	<p>386 / 676-7133 or 1 / 877 / 229-4518 Fax: 386 / 238-3228</p> <p>386 / 445-7073 Fax: 386 / 246-3859</p>
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Services provided include, but not limited to:

- Diabetes Education 10 hours, Day evening and 1:1
- All day Saturday Class
- Carbohydrate Counting
- Gestational Diabetes
- Insulin Start
- CSII Pump management and Continuous Glucose Management Systems (CGMS)
- Medical Nutrition Therapy
- Hyperlipidemia
- Chronic Kidney Disease
- Hyperlipidemia
- Hypertension
- Diabetes Prevention

DIAGNOSTIC TESTING

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.

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.

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086 70 Turin Terrace, Ste. 120, St. Augustine, FL 32092 351 Town Plaza Ave., Ste. 10, Ponte Vedra, FL 32081	904 / 819-5155 Fax: 904 / 819-4961 904 / 819-3222 Fax: 904 / 819-3223 904 / 819-3230 Fax: 904 / 456-0818
St. Augustine Imaging (N)	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

EXCEPTIONS NOTED ON THE FOLLOWING PAGE

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

DIAGNOSTIC TESTING (continued)

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.

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

The exceptions to the above are:

- **Breast MRI's**
- **Sestamibi Scan/Parathyroid Scan (Endocrinologists and Cardiologists can order with no prior authorization)**
- **Stereotactic Breast Biopsy**
- **Ultrasound Guided Needle Breast Biopsy**
- **CT Colonography (Virtual Colonoscopy)**
- **Pill Cam**
- **Genetic Testing**
- **Hida Scans**
- **PET Scans**

INSTRUCTIONS FOR EXCEPTIONS: Complete the FHCP Referral Form. Attach pertinent documentation to substantiate the request and forward by fax (855 / 442-8398) 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.

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

DIALYSIS SERVICES

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.

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
DVA Renal Healthcare, Inc. (Davita)	13 Kingswood Drive, Palm Coast, FL 32137 264 Southpark Circle, E. St. Augustine, FL 32086	386 / 445-4445 Fax: 386 / 445-3312 904 / 808-0445 Fax: 904 / 808-0446

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.

Acute Low Back and Neck Pain

This physical therapy program helps members manage acute or chronic low back or neck pain. Open to all members age 17 and up, members can contact Ability Health Services (all locations) or Palm Coast Sports Medicine directly. Co-pay/co-insurance and policy limits apply. For more information or to obtain a list of facilities, call FHCP Member Services at **386-615-4022** or **1-877-615-4022**.

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**.

Hypertension (high blood pressure)

FHCP 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 **386-676-7133** or toll free at **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 **386-676-7133** 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 **386-676-7133** or **1-877-229-4518**.

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

DISEASE MANAGEMENT PROGRAMS (continued)

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 **386-676-7133** or **1-877-229-4518**

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 **386-676-7133** or **1-877-229-4518**.

Osteoporosis

This program is for members who are at risk for or have been diagnosed with Osteoporosis or Osteopenia. Therapists at Ability Health Services will perform an evaluation and physical assessment to determine strength, endurance and activity level. Members can call Ability directly; no referral is needed. Co-pay/co-insurance and policy limits may apply. For more information or to obtain a list of facilities, call FHCP Member Services at **386-615-4022** or **1-877-615-4022**.

Preferred Fitness / Gym Access

This free fitness program is provided to FHCP Medicare members, certain employer groups who elect this coverage and members who enroll in individual plans with gym access. Eligible members have unlimited access to a variety of quality health and fitness facilities in Volusia, Flagler, Brevard, St. Johns and Seminole counties. For a current list of facilities, visit our website or call FHCP Member Services at **386-615-4022** or **1-877-615-4022**.

Weight Management

“Eat Right, Move Right” is a free six-week course that promotes a lifestyle change approach to weight loss for members with a Body Mass Index (BMI) over 27. Class topics include how to increase activity, improve eating habits, and change behaviors for permanent weight loss. Members will learn to set realistic goals, make behavior changes, use the USDA plate method, manage dining out experiences, and change food shopping habits. For more information, call the FHCP Diabetes/Health Education Department at **386-676-7133** 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 Quit Coach®.

To access TFF’s additional quit smoking resources, visit the Tobacco Free Florida website at **tobaccofreeflorida.com**.

DURABLE MEDICAL EQUIPMENT

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Apria Healthcare, Inc. Mattress Gel Overlays Alternating Pressure Pumps and Pads Mattress Replacement Systems Specialty wheelchair cushions that require special measurements and fitting Oxygen	1731 Dobbs Rd., Ste. 9, St. Augustine, FL 32084	904 / 824-6600 Fax: 386 / 673-4403 After-Hours Care Center 386 / 274-4809
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Oxygen – Supply one of the following: 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 oxygen order is for one night only, an overnight oximetry is all that will be required. The order must indicate the liter flow and indicate frequency (i.e., only at night, 24 hours per day, etc.)

Additional DME information on the following page:

DURABLE MEDICAL EQUIPMENT (continued)

INSTRUCTIONS: 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.

The requesting provider’s office should fax the order along with supporting documentation directly to provider.

All patients (regardless of group type) must meet **STRINGENT** evidence based medical criteria guidelines for the specific equipment or supplies being ordered. If the patient does not meet the criteria, Apria Healthcare will refer the case to FHCP’s Central Referrals Department for review.

Please include the following with the order:

- FHCP Member Information
- Physician signed order
- Clinical Documentation
- Length of need (Nebulizers do not need length of need)

FOR ALL OTHER MEDICAL EQUIPMENT NOT LISTED PREVIOUSLY		
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**	2435 US Hwy. 1 S., St Augustine, FL 32086	904 / 794-9600 Fax: 904 / 794-9601
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**	1731 Dobbs Rd., St. Augustine, FL 32084	904 / 824-6600 Fax: 386 / 673-4403 After-Hours Care Center 386 / 274-4809

Additional DME information on the following page

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.

Apria Healthcare, Inc. Power Operated Vehicles Electric Wheelchairs	1731 Dobbs Rd., St. Augustine, FL 32084	904 / 824-6600 Fax: 386 / 673-4403
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DURABLE MEDICAL EQUIPMENT - SPECIAL

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Vacuum assisted closure devices – also see Hyperbaric Oxygen Therapy (HBO) and Vacuum Assisted Closure Devices

Bone Growth Stimulators – also see Bone Growth Stimulators

Neuro Muscular Stimulators

Splinting Systems – also see Braces / Orthotics / Prosthetics

Zoll Life Vest – also see Zoll Life Vest

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.

EAR, NOSE AND THROAT (ENT)

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.

Perrin Clark, M.D. #054814 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
Deirdre Leake, M.D. #132493 Arthur Cortland Taliaferro, M.D. #110312 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 / 810-5434 Fax: 904 / 824-4009
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

ECHOCARDIOGRAMS

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.

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

EEG TESTING

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.

Flagler Health+ (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

EEG TESTING – VIDEO

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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.

EEG TESTING – MOBILE SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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

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

EMERGENCY FACILITIES

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.

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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EMG TESTING

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

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.

ENDOCRINOLOGY

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.

Mae Sheikh-Ali, M.D. #069734 Salwa Ayda, M.D. #071264 Lorraine Dajani, M.D. # 135719 John Evans, M.D. #037369 James Magee, M.D. #113796 Wadud Khurram, M.D. #036483 Anil Shrestha, M.D. #053578 Ricardo Silva, M.D. #110026 Senan Sultan, M.D. #10X550 David Sutton Jr., M.D. #110210 HebertoValdes, M.D. #067431 Khurram Wadua, M.D. # 036483 Patients 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
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ENDOCRINOLOGY/DIABETES EDUCATION

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

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.

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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Additional cardiac monitors can be found under Cardiac Monitoring in this document

EXTENDED HOURS CARE CENTERS

Prior authorization from FHCP Central Referrals is not needed. Any FHCP member may utilize these facilities when FHCP Extended Hours Care Centers (EHCC) and the member's primary care physician (PCP) are unavailable for medical services. Urgent Care Providers should attempt to direct the member to member's Primary Care Physician (PCP) or an FHCP Extended Hours Care Clinic if available prior to initiating treatment.

CareFast+	CareFast+ 110 Health Park Blvd., St. Augustine, FL 32086 70 Turin Terrace, Ste. 110, St. Augustine, FL 32092	904 / 823-3401 Fax: 904 / 829-8649 904 / 819-7200 Fax: 904 / 816-8936
MediQuick – Office Park Dr.	6 Office Park Dr., Palm Coast, FL 32137	386 / 447-6615 Fax: 386 / 447-1266
MediQuick – Pinnacles Dr.	140 Pinnacles Dr., Palm Coast, FL 32164	386 / 597-2829 Fax: 386 / 313-1923

FOR ADDITIONAL AFTER-HOURS SERVICES SEE URGENT CARE SERVICES

PROVIDERS OR FACILITIES NOT LISTED IN FHCP DIRECTORIES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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

GASTROENTEROLOGY

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.

<p>William Foody, M.D. #061115 Rafael Cortes, M.D. #055586 Willemijntje Hoogerwerf, M.D.#10AL43 Benoit Pineau, M.D. #131068 Anis Ahmadi, MD #05155 William Barlow, MD #047675 Timothy Cavacini, DO #108542 Daniel Gassert, M.D. #10T871 Camille McGaw, M.D. #051554 Santiago Rosado, M.D. #137855 Stuart Soroka, M.D. #116113 Steven Villanueva, M.D. #061064 Lindsey Merritt, M.D. #092748 Patients 18 years and older</p>	<p>Borland-Groover Clinic 100 Whetstone Pl. Ste. 105, St. Augustine, FL 32086</p> <p>216 Southpark Cir., East, St. Augustine, FL 32086</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>3 Pine Cone Dr., Ste., 106 Palm Coast, FL 32137</p>	<p>904 / 829-9557 Fax: 904 / 829-9125 904 / 824-6108 Fax: 904 / 823-9613 904 / 824-6108 Fax: 904 / 823-9613 386 / 986-3400 Fax: 904 / 823-9613 904 / 829-9557 Fax: 904 / 829-9125</p>
<p>Lakhinder Bhatia, M.D. #060852 Beatrice Bratu, M.D. #005470 Harsh Duphare, M.D. #061640 Ammar Hemaïdan, M.D. #000104 Saud El-Sayed Suleiman, M.D. #001166 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>

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.**

GENETIC TESTING/COUNSELING

All Genetic Testing for FHCP members must have prior authorization from the FHCP Referral Department in Holly Hill. Please do not send a FHCP member directly to a lab.

- FHCP Providers ordering Genetic Testing may provide Genetic Counseling to the FHCP member. Documentation to be included in patient's record
 - If the ordering physician cannot provide Genetic Counseling, then the counseling will require prior authorization from the FHCP Referral Department
 - Order the Genetic Counseling on the FHCP Referral Form prior to submitting the test request. The FHCP Referral Department will order counseling from INFORMEDDNA (IDNA). Counseling must be completed before the test is requested
 - The FHCP Genetic Testing Form will be used to order Genetic Testing only and must be completed in full and sent to the FHCP Referral Department. Fax to 386 / 238-3253 or 855 / 442-8398. Must be received prior to patient being sent for the lab testing. All Genetic Testing will require prior authorization from the FHCP Referral Department
 - The revised FHCP Genetic Testing form and the FHCP Referral form are available online at www.fhcp.com – PROVIDERS – Referrals, Prior Authorizations and Orders
 - Ordering Provider will be notified of approval or denial
- If order is approved the FHCP Referral Department will fax the FHCP Order Form back to the ordering provider with the FHCP authorization number noted
- The ordering provider will notify the FHCP member and either give the order form to the FHCP member or send to the FHCP or Quest draw station that patient has requested

GLUCOMETERS

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.

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

GYNECOLOGY AND WELL WOMAN'S ASSESSMENTS

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**.

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

<p>Reda Alami, M.D. #041325 Patients 18 years and older Robert Dupree Jr., M.D. #10W568 Patients 13 years and older Vijayselwyn Dhas, M.D. #043525 Patients 18 years and older that are FHCP Medicare Plan Members Only</p>	<p>Women's Care Florida, LLC 101 Whitehall Dr., Ste., 108, St. Augustine, FL 32086 301 Health Park Blvd., Ste. 2198, St. Augustine, FL 32086</p>	<p>904 / 797-4440 Fax: 904 / 797-4997 904 / 819-9898 Fax: 904 / 819-9594</p>
<p>Elizabeth Arnett, CNM #061450 Barbara Dembek, CNM #046491 Kelly Jago, M.D. #040604 Rachel L. Kaplan, D.O. #084251 Laila Needham, M.D. #046621 Elizabeth Meadows, CNM #061452 Eric Pulsfus, M.D. #110301 Thomas Searle, M.D. #060496 Karen Toppi, M.D. #011083 Majdouline Asher, M.D. #090991 Naomi Sullivan, C.N.M. #091962 Patients 18 years and older</p>	<p>OB/GYN Associates of St. Augustine 300 Health Park Blvd., Ste. 3002, St. Augustine, FL 32086 70 Turin Terrace, Ste. 200, St. Augustine, FL 32092 52 Tuscan Way, St. Augustine, FL 32092</p>	<p>904 / 819-1500 Fax: 904 / 810-1023 904 / 819-1500 Fax: 904 / 810-1023 904 / 819-1500 Fax: 904 / 810-1023</p>
<p>Sherri Maetozo, M.D. #121343 Patients 18 years and older</p>	<p>Maetozo Total Woman's Care of St. Augustine 1301 Plantation Island Drive Ste., 103 St. Augustine, FL 32080</p>	<p>904 / 461-5330 Fax: 904 / 461-5334</p>

[Additional Gynecology and Well Woman's information on the following page](#)

GYNECOLOGY AND WELL WOMAN'S ASSESSMENTS (continued)

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**.

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

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
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

HAND THERAPY SERVICES

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.

Hand Therapy services must be ordered by a hand surgeon.

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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HEARING / AUDIOLOGY SERVICES

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.

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
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

HIV

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.

Mohammed Reza, M.D. #059549 Dana Barnes, M.D. #070079 Anil Suryaprasad, M.D. #085974 Patients 18 years and older	CAN Community Health 4615 Philips Hwy., Jacksonville, FL 32207 1435 Dunn Ave., Ste.101, Daytona Beach, FL 32114	904 / 646-3420 Fax: 904 / 646-3017 386 / 274-7651 Fax: 877-242-545
Daniel Warner, M.D. #008293 Patients 13 years and older	1100 Plantation Island Dr., Ste. 230, St. Augustine, FL 32080	904 / 687-1164 Fax: 941 / 444-5314

HOLTER MONITOR

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.

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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Additional cardiac monitors can be found under Cardiac Monitoring in this document

HOME HEALTH CARE

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**

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

HOME HEALTH CARE - PEDIATRIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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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HOME INFUSION PHARMACIES

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

Ambient Healthcare of NE Florida	9655 Florida Mining Blvd., West, Suite 411, Jacksonville, FL 32257	904 / 652-1990
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HOSPICE

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.

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

HOSPITAL ADMISSIONS

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.

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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ACUTE INPATIENT REHABILITATION FACILITIES

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

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
Central Florida Regional Hospital	1401 West Seminole Blvd., Sanford, FL 32771	407 / 321-4500, Ext. 35315 Fax: 407 / 302-7352
Orlando Health & Rehabilitation Center	830 W. 29 th . Street, Orlando, FL 32805	407 / 843-3230 Fax: 407 / 649-7594 ATTN: Rehab Center

LTACH ADMISSIONS – LONG TERM ACUTE CARE HOSPITALS

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**

Kindred Hospital Melbourne #045272 All ages	765 W. Nasa Blvd., Melbourne, FL 32901	321 / 733-5725 Fax: 321 / 733-5799
Kindred Hospital North Florida #00YP41 All ages	801 Oak Ave., Green Cove Springs, FL 32043	904 / 284-9230 Fax: 904 / 284-6612
Kindred Hospital Ocala #00Y729 All ages	1500 SW 1 st . Ave., Ocala, FL 34474	352 / 369-0513
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
Select Specialty Hospital – North Campus #135829 18 years and older	2250 Bedford Rd., Orlando, FL 32803	407 / 303-7869 Fax: 407 / 303-7739
Select Specialty Hospital – South Campus #135829 18 years and older	5579 S. Orange Ave., Edgewood, FL 32809	407 / 241-4800 Fax: 407 / 241-4838

HOSPITALIST

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.

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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HYPERBARIC OXYGEN THERAPY (HBO)

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

John Milanick, M.D. #093350 Patients 5 years and older	Hyperbaric Health Services – Palatka, LLC 524 Zeagler Dr., Palatka, FL 32177	386 / 385-3857 Fax: 386 / 530-2052
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INFECTIOUS DISEASES

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.

Vivek Manikal, M.D. #110280 Newborn to 18 years old	Infectious Diseases Assoc. of North Florida 101 Whitehall Dr., Ste. 104, St. Augustine, FL 32086	904 / 819-9925 Fax: 904 / 819-9926
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
Daniel Warner, M.D. #008293 Patients 13 years and older	1100 Plantation Island Dr., Ste. 230, St. Augustine, FL 32080	904 / 687-1164 Fax: 941 / 444-5314
Mohammed Reza, M.D. #059549 Hep C Dana Barnes, M.D. #070079 Patients 18 years and older	CAN Community Health 4615 Philips Hwy., Jacksonville, FL 32207 1435 Dunn Ave., Ste.101, Daytona Beach, FL 32114	904 / 646-3420 Fax: 904 / 646-3017 386 / 274-7651 Fax: 877-242-545

INFECTIOUS DISEASES - PEDIATRICS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

INFUSION CLINICS

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

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-5091
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INFUSION SERVICES (INFUSION PUMPS FOR CHEMOTHERAPY)

INSTRUCTIONS: 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.

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.

INSULIN PUMPS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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

Additional Insulin Pump information on the following page

INSULIN PUMPS (continued)

And meets one or more of the following:

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

Criteria B:

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

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

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

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

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

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.

Please contact the FHCP Switchboard Operator at **386-238-3200** or **800-352-9824** to obtain the 6-digit Client ID number needed for your call. This number ensures that FHCP will be financially responsible for the service. You will need the 6-digit Client ID number to utilize the Language Line.

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

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

Prior authorization from the FHCP Central Referrals Department is not needed. If the member wishes to utilize a Quest Diagnostic Center, complete the Quest Diagnostics form and direct the member to one of the Draw Stations noted in this section. Appointments are not necessary however, members can schedule appointments online <https://appointment.questdiagnostics.com/patient/appointment> or by phone at 888-277-8772.

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
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
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

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.

Additional Laboratory Services information on the following page

LABORATORY SERVICES – STAT

Prior authorization from the FHCP Central Referrals Department is not needed. If stat labs are needed and all draw stations are closed, please send the patient to the closest contracted hospital with the order.

Flagler Health+	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

LABORATORY SERVICES-HOME

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.

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.

LITHOLINK SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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

LACTATION SERVICES/BREASTFEEDING CLASSES

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

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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LOOP RECORDERS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

LYMPHEDEMA CLINIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

First Coast Physical Therapy, Inc	1 University Blvd., St. Augustine, FL 32086 800 Zeagler Dr., Palatka, FL 32177	904 / 829-3411 Fax: 904 / 829-3412 386 / 385-5123 Fax: 386 / 325-2720
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

MAMMOGRAMS (DIAGNOSTIC OR SCREENING)

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.

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

MEDICATIONS

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

Medicare Formulary

For 2021 Information, [click here](#)

Commercial Formulary

2021 Prescription Drug Formulary – Grandfathered and Non-Grandfathered Plans
FHCP Pharmacy Discount Drug List

Federal Exchange Formulary

2021 Prescription Formulary
FHCP Pharmacy Discount Drug List

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

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

MOBILE IMAGING SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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.

MRI'S

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.

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

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

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

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

NEPHROLOGY

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.

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
Amir Malik, M.D. #004998 Carlos Torres-Rivera, M.D. #129896 Adey Hasan, M.D. #073335 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
Scott McDowall, M.D. #057488 Patients 16 years and older	Scott D. McDowall, PLLC 100 Whetstone PL. Ste. 206, St. Augustine, FL 32086	904 / 429-9892 Fax: 904 / 217-7631
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
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
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

NEUROLOGY

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.

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 32086	904 / 825-1114 Fax: 904 / 829-1546
Amudha Perumal, M.D. #104521 Patients 18 years and older	Neurology Care, Inc. 1201 Arapaho Ave. Augustine, FL 32084	904 / 829-9919 Fax: 904 / 829-2617
Jueyang Wei, M.D. #10B002 Patients 18 years and older	St. Augustine Neurology, P.A. 208 Southpark Cir. East, St. Augustine, FL 32086	904 / 824-2201 Fax: 904 / 824-2353
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
Arastoo Nabizadeh, M.D. #006323 Patients 18 years and older	Arastoo Nabizadeh, M.D. 6816 Southpoint Pkwy., Ste. 201, Jacksonville, FL 32216	904 / 281-1164 Fax: 904 / 281-7732

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

NON-EMERGENCY TRANSPORTATION SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Trans Mobile Services LLC	<p>39 Bickwick Lane, Palm Coast</p> <p>Non-emergency ambulatory, wheelchair and stretcher transportation services for FHCP Members who reside in St. Johns County. Services must originate within St. Johns or Flagler Counties. Provider may also transport such members to the following outlying counties: Flagler, Volusia, Putnam and Duval as may deemed necessary.</p>	<p>386 / 931-5863</p> <p>Fax: 386 / 445-5201</p>
Elite-Star Medical Transport, LLC	<p>2910 W. Lake Mary Blvd., Ste. 101, Lake Mary, FL 32746</p> <p>Non-emergency ambulatory, wheelchair and stretcher transportation services for FHCP Members</p> <ul style="list-style-type: none"> * Specialized services may include the transport of FHCP members that weigh up to 700 pounds in their own wheelchair * Provider accepts bariatric patients weighing up to 600 pounds 	<p>407 / 917-4548</p> <p>Fax: 407 / 786-8842</p>

NUTRITIONAL ASSESSMENT AND COUNSELING

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.

Melissa Baumann, MS, RD, CDE 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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Services provided include, but not limited to:

Eating Disorders; anorexia, bulimia, obesity

Hyperlipidemia

Chronic Kidney Disease

Peg Tube Feedings

Carbohydrate Counting

Diabetes Education

OBSTETRICS

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

<p>Reda Alami, M.D. # 041325 Vijayselwyn Dhas, M.D. #043525 Patients 18 years and older that are FHCP Medicare Members Only</p>	<p>Florida Women's Care 301 Health Park Blvd., Ste. 2198, St. Augustine, FL 32086</p>	<p>904 / 819-9898 Fax: 904 / 819-9594</p>
<p>Elizabeth Arnett, CNM #061450 Barbara Dembek, CNM #046491 Lindsey Stubbs, CNM #091865 Kelly Jago, M.D. #040604 Rachel Kaplan, M.D. #084251 Laila Needham, M.D. # 046621 Elizabeth Meadows, CNM #061452 Eric Pulsfus, M.D. #110301 Thomas Searle, M.D. #060496 Karen Toppi, M.D. #011083 Majdouline Asher, M.D. #090991 Patients 18 years and older</p>	<p>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 70 Turin Terrace, Ste. 200, St. Augustine, FL 32092</p>	<p>904 / 819-1500 Fax: 904 / 810-1023 389 / 246-2350 Fax: 904 / 810-1023 904 / 819-1500 Fax: 904 / 810-1023 904 / 819-1500 Fax: 904 / 810-1023</p>
<p>Steven J. Brown, M.D. #000075 All ages</p>	<p>Palm Coast Women's Center 21 Hospital Drive, Suite 270, Palm Coast, FL 32164</p>	<p>386 / 437-5959 Fax: 386 / 437-5390</p>

OCULAR PROSTHETICS LAB

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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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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

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.

Sameer Baig, M.D. # 090588 Hassan Hassan, M.D. #061068 Birenda Kc, M.D. #080837 Gaurav Trikha, M.D. #067650 Marc Warmuth, M.D. #061067 Patients 18 years and older	Cancer Specialists of North Florida 121 Whitehall Dr., St. Augustine, FL 32086 70 Turin Terrace, St, Augustine, FL 32092	904 / 825-4500 Fax: 904 / 825-3672 904 / 829-0443 Fax: 904 / 825-3672
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
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

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

Radiation Oncology physician consultation services do not require prior authorization

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.

Jessica Bahari-Kashani, M.D. #068611 Emily D. Tanzler, M.D. #068613 Waseet Z. Vance, M.D. #068614 Richard Cassidy, M.D. #087199	Flagler Radiation Oncology Services 97 Health Park Blvd., St. Augustine, FL 32086	904 / 819-8200 Fax: 904/ 819-8220
Radiation Oncology Specialists	60 Memorial Medical Pkwy. Palm Coast, FL 32164	386 / 231-6000 Fax: 386 / 672-4960

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.

OPHTHALMOLOGY

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.

<p>Tawhid Hossain, M.D. #108717 All Ages</p>	<p>Florida Eye and Laser Center. 301 Health Park Blvd., Ste. 215, St. Augustine, FL 32086</p>	<p>904 / 823-3394 Fax: 904 / 823-8557</p>
<p>William Oktavec, M.D. #112536 Kathleen Krepley, M.D. #067406 Elizabeth McLeod, M.D. #006590 Patients 5 years and older</p>	<p>William J. Oktavec, P.A. 100 Whetstone Pl., Ste. 106, St. Augustine, FL 32086</p>	<p>904 / 826-3937 Fax: 904 / 826-3977</p>
<p>Frank Bowden, M.D. #10A664 Sarah Darbandi, M.D. #064021 All Ages</p>	<p>Bowden Eye Associates 12341 Yellow Bluff Rd., Ste. 4, Jacksonville, FL 32226 14810 Old St. Augustine Rd., Ste. 103, Jacksonville, FL 32258 7205 Bentley Rd., Jacksonville, FL 32256</p>	<p>904 / 296-0098 Fax: 609 / 861-3899</p>
<p>Donald Downer, M.D. #038143 All Ages</p>	<p>Clay Eye Physicians & Surgeons 1615 CR 220, Ste. 140, Fleming Island, FL 32003</p>	<p>904 / 272-2020</p>
<p>Annemarie N. Etienne, M.D. #10H655 Todd Geis, M.D. #000091 Joseph Zobian, M.D. #008480 All ages</p>	<p>FHCP Center 315 Palm Coast Parkway, Palm Coast, FL 32137 Palm Coast appointments to be made through the Daytona Beach office.</p>	<p>386 / 676-7103 Fax: 386 / 447-7536 MEDICAL RECORDS FAX: 386 / 481-5009</p>

OPHTHALMOLOGY-RETINAL SERVICES ONLY

INSTRUCTIONS: 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.

Shawn Agee, M.D. #069531 John Sullivan, M.D. #069438 All Ages	Southeastern Retina Specialists, P.A. 2155 Old Moultrie Rd., Ste. 105, St. Augustine, FL 32086	904 / 342-3675 Fax: 904 / 342-7193
Frank Bowden, M.D. #10A664 Kevin Cronin, M.D. #065442 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 Bentley Rd., Jacksonville, FL 32256	904 / 296-0098 Fax: 609 / 861-3899
William J. Dunn, M.D. #000489 Samuel K. Houston, M.D. #047789 Elias Mavrofrides, M.D. #011037 James A. Staman, M.D. #000490 Jonathan A. Staman, M.D. #037523 All Ages	Florida Retina Institute, Inc. 50 Leanni Way., Ste. E-5, Palm Coast, FL 32137	386 / 447-1847 Fax: 386 / 447-1848
Benjamin Thomas, M.D. #058998 Abdullah Jeroudi, M.D. #061674 All Ages	Florida Retina Institute, Inc. 1100 Plantation Island Drive S., Ste. 130, St. Augustine, FL 32080	904 / 826-0663 Fax: 904 / 388-0114

Referrals for Retinal Services can only be made by an Ophthalmologist

OPHTHALMOLOGY-CORNEAL SERVICES ONLY

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.

Frank Bowden, M.D. #10A664 Kevin Cronin, M.D. #065442 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 Bentley Rd., Jacksonville, FL 32256	904 / 296-0098 Fax: 609 / 861-3899
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

OPTOMETRY

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

Phillip Griffith, O.D. #064022 Amana Kovacs, O.D. #065455 Natasha Krzyanowski, O.D. #063360 Jerry Robben, O.D. #064023 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: 904 / 861-3899
Michael Cady, O.D. #000468 Brittany McNeely, O.D. #059575 Philip Stephens, O.D. #001389 All Ages	Total Vision Palm Coast 15 Cypress Branch Way, Suite 206, Palm Coast, FL 32137	386 / 445-1880 Fax: 386 / 445-8796
Tawhid Hossain, M.D. #108717 All Ages – All FHCP Members with a Vision Rider in St. John’s County only	Florida Eye and Laser Center 301 Health Park Blvd., Ste. 215, St. Augustine, FL 32086	904 / 823-3394 Fax: 904 / 823-8557
Monica Miles, O.D. #079191 David Miles, O.D. #069622 Charles Miles, O.D. #10E174 William Miles, O.D. #038081 Henry Miles, O.D. #122706 Gene Miles, O.D. #079703 All Ages – Medicare Members Vision Rider in St. John’s County only	St. Augustine Vision Palatka Center 25 Deltona Blvd., Ste. 1, St. Augustine, FL 32086	904 / 797-5760 Fax: 904 / 797-5762

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

OPTOMETRY

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

James Horning, O.D. #059377 Eve Geis, O.D. #078880 Mark Dewese O.D. #094657 All Ages – Vision and Medical services for Members with a Vision Rider that reside in St. John’s County.	Rowe Family Eyecare 1100 S. Ponce De Leon Blvd., Ste. 4, St. Augustine, FL 32084	904 / 824-0212 Fax: 904 / 824-0132
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Optometry – Low Vision services can only be ordered by an Optometrist or Ophthalmologist

ORAL SLEEP APNEA APPLIANCES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Stephanie Kinsey, D.D.S. #079715 Eligible Non-Medicare Plan Members Only Patients 18 years and older	Palencia Dental 159 Palencia Village Dr., Ste. 107, St. Augustine, FL 32095	904 / 826-4343 Fax: 904 / 826-4335
James Alexander, D.M.D. #042447 Eligible Non-Medicare Plan Members Only Patients 18 years and older	Alexander Dental 46 Tuscan Way, Ste. 306, St. Augustine, FL 32092	904 / 940-5757 Fax: 904 / 940-5667

Patient must have a Sleep Apnea evaluation with Sleep Studies prior to submitting your request.

ORTHOPAEDICS

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

ORTHOPAEDICS - SPORTS MEDICINE – NON-SURGICAL TREATMENT

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

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.

Casey McClone, M.D. #064636 Paul Roettges, M.D. #082322 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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OUTPATIENT REHABILITATION

INSTRUCTIONS: Prior Authorization from the FHCP Central Referrals is not needed. The provider office can send the order to the facility or the order can be given to the member. Appointments can be made by the physician's office or the patient. The specialty office will advise you of their scheduling protocol. **Please indicate if therapy requested is a result of a motor vehicle accident.**

Flagler Health+ (H) Physical Therapy	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4374 Fax: 904 / 819-4958
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 904 / 823-3764 Fax: 904 / 823-8967
Saint Augustine Rehab Specialists Physical Therapy Occupational Therapy Patients ages 5 years and older	105 Mariner Health Way, Se. 213, St. Augustine, FL 32086 4320 A1A South, Ste. 7, St. Augustine, FL 32080 65 Strongway Ct., Ste. A, St. Augustine, FL 32086	904 / 217-4259 Fax: 904 / 217-4251 904 / 679-3449 Fax: 904 / 679-3436 904 / 679-3449 Fax: 904 / 679-3436
Small Talk Speech Therapy	2692 US Hwy. 1, Ste. 111, St. Augustine, FL 32086	904 / 733-8255 Fax: 904 / 733-5034
Palm Coast Sports Medicine and Rehabilitation Center Physical Therapy Occupational Therapy Speech Therapy	35 Old Kings Road, Palm Coast, FL 32137	386 / 445-5555 Fax: 386 / 445-9800
PT Solutions of Pensacola, LLC Physical Therapy Vestibular Therapy All Ages	236 Ponte Vedra Park Dr., Ste. 300 Ponte Vedra Bch., FL 32082 115 Bartram Oaks Walk, Ste. 101 St. Johns, FL 32259 1000 Plantation Dr., Ste B2, St. Augustine, FL 32080	904 / 280-3440 Fax: 904 / 280-3444 904 / 217-3107 Fax: 904 / 429-7324 904 / 342-3225 Fax: 904 / 770-4868
First Coast Rehabilitation Occupational Therapy Physical Therapy	1 University Blvd., St. Augustine, FL 32086	904 / 829-3411 Fax: 904 / 829-3412
Vital Therapy Occupational Therapy All Ages	Vital Therapy 2225 A1A S., Ste. B1, St. Augustine, FL 32080	904 / 847-5152 Fax: 888 / 972-4948

OUTPATIENT REHABILITATION (CONTINUED)

INSTRUCTIONS: Prior Authorization from the FHCP Central Referrals is not needed. The provider office can send the order to the facility or the order can be given to the member. Appointments can be made by the physician's office or the patient. The specialty office will advise you of their scheduling protocol. **Please indicate if therapy requested is a result of a motor vehicle accident.**

Longevity Physical Therapy Physical Therapy Patients ages 10 years and older	Longevity Physical Therapy 1 St. Johns Medical Park Dr., St. Augustine, FL 32086	904 / 217-0520 Fax: 904 / 826-0966
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BALANCE & VESTIBULAR THERAPY

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.

Flagler Health+ Physical Therapy	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4374 Fax: 904 / 819-4958
Palm Coast Sports Medicine and Rehabilitation Center Physical Therapy Occupational Therapy Speech Therapy	35 Old Kings Road, Palm Coast, FL 32137	386 / 445-5555 Fax: 386 / 445-9800
First Coast Physical Therapy, Inc Occupational Therapy Physical Therapy	1 University Blvd., St. Augustine, FL 32086	904 / 829-3411 Fax: 904 / 829-3412
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

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

HAND THERAPY SERVICES

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.

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.

PAIN MEDICINE

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.

<p>Raul A. Monzon, M.D. #10X857 Patients 18 years and older</p>	<p>Pain Management Specialists of North Florida, P.A. 1301 Plantation Island Dr., Ste. 301, St. Augustine, FL 32080 199 US-17 South, Ste. C, East Palatka, FL 32131</p>	<p>904 / 460-9555 Fax: 904 / 460-0090 386 / 325-4699 Fax: 904 / 460-0090</p>
<p>Jyoti Patel, M.D. #120243 Elena Stanescu, M.D. #008065 Patients 18 years and older</p>	<p>The Physicians Pain Center 105 Southpark Blvd., St. Augustine, FL 32080 800 Zeagler Dr., Ste 610, Palatka, FL 32177</p>	<p>904 / 808-7246 Fax: 904 / 808-7090 386 / 325-7887 Fax: 904 / 808-7090</p>
<p>Robert Silvera, M.D. #063427 Patients 18 years and older</p>	<p>PhysiMed, P.A. 105 Southpark Blvd., Ste. C-300, St. Augustine, FL 32086</p>	<p>386 / 325-8525 Fax: 386 / 325-8526</p>
<p>Manuel Lopez-Diez, M.D. #071548 Patients 18 years and older</p>	<p>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</p>	<p>386 / 222-7746 Fax: 386 / 310-2381 386 / 222-7746 Fax: 386 / 310-2381</p>
<p>Adnan Faruqi, M.D. #10X857 Patients 10 years and older</p>	<p>Advanced Pain and Spine Institute of Florida 1301 Plantation Island Dr., Ste. 302A, St. Augustine, FL 32080</p>	<p>904 / 461-9330 Fax: 904 / 461-9331</p>

PATHOLOGY – OUTPATIENT

Prior authorization from the FHCP Central Referrals Department is not needed. The FHCP member’s specimen can be sent directly to one of the contracted providers listed below. **All pathology services done while patient is in a hospital will be covered.**

AmeriPath Central Florida #00Z208	8150 Chancellor Dr Suite 110 Orlando, FL 32809	800 / 395-7284
AmeriPath Kissimmee #10Q828	1200 N Central Av Suite 103 Kissimmee, FL 34741	800 / 395-7284
AmeriPath South Florida #136270	895 SW 30 th Av Suite 101 Pompano Beach, FL 33069	800 / 330-6770
AmeriPath Southwest Florida #011516	1620 Medical Ln Suite 100 Ft Myers, FL 33907	888 / 558-1164
AmeriPath Tampa #00Z208	4225 E Fowler Av Tampa, FL 33617	813 / 972-7100
Atlantic Medical Services, LLC GI Pathology	1890 LPGA Bv Suite 270 Daytona Beach, FL 32117	386 / 481-6626
Central Florida Pathologists Lab, Inc.	PO Box 1690 DeLand, FL 32720	352 / 589-4434
Dermpath Diagnostics Bay Area #10R687	10500 University Center Dr Suite 200 Tampa, FL 33612	800 / 929-6696
Dermpath Diagnostics Center Florida #10P523	745 Orienta Av Suite 1201 Altamonte Springs, FL 32701	800 / 226-8968

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

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

PEG TUBE FEEDING ASSESSMENT

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.

Melissa Baumann, MS, RD, CDE #037681 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
Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961

- 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](https://www.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 Case Management Department via fax.

FHCP Case Management Department
Fax (386) 615-4058

PERINATOLOGY

INSTRUCTIONS: 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.

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

PERIPHERAL VASCULAR INTERVENTION

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.

Stephen Minor, M.D. #10P180 Patients 18 years and older	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
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PET SCAN

REQUIRES PRIOR AUTHORIZATION. Please complete the “**Complete the FHCP Pet-Pet CT Prior Authorization Form**” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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

PHARMACY

PHARMACY-INDIVIDUAL, FAMILY AND EMPLOYER GROUPS

PHARMACY-MEDICARE

PHYSICAL MEDICINE AND REHABILITATION SERVICES

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

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 protocols.

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
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
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

PODIATRY

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

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
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
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 / 823-3228
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
Zachery P. Barnett, D.P.M. #056978 Andrew Green, D.P.M. #005587 Hilaree B. Milliron, D.P.M. #043201 Dennis McBroom, D.P.M. #10F763 Sona Ramdath Jr., D.P.M. #10T330 James Rust, III, D.P.M. #000031 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

PRIMARY CARE

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

PROVIDERS OR FACILITIES NOT LISTED IN FHCP DIRECTORIES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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, address and telephone number.

PROVIDER PORTAL

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

FHCP ELECTRONIC REFERRAL PROCESS

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

THANK YOU

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**

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling. [Additional Psychiatry information on the following page.](#)

PSYCHIATRY / BEHAVIORAL HEALTH (continued)

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.

<p>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>Todd Broder, M.D. #10U756 James Dent, M.D. # 006452 Russell Denea, M.D. #061125 Heather Luing, M.D. #045766 Robert Olds Jr., M.D. #061092 Patients 18 years and older</p>	<p>Flagler Behavioral Health Outpatient 201 Healthpark Blvd., Ste. 211, St. Augustine, FL 32086 Center for TMS 150 Southpark Blvd., Ste. 208, St. Augustine, FL 32086 304 Kingsley Lake Dr., Ste. 601, St. Augustine, FL 32092</p>	<p>904 / 819-2295 Fax: 904 / 819-2294 904 / 429-7076 Fax: 904 / 217-8950 904 / 429-7076 Fax: 904 / 342-2106</p>
<p>Jared Ritter, M.D. #041010 Newborn and older 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>Jane Echterling, Ph.D. #067988 Michael Meehan, L.C.S.W. #10F581 Melanie Nuskowski, Ph. D. #106197 Stuart Townsend, Ph.D. #061953 Vanessa Townsend, Psy. D. #061952 Kelly Weidner, L.M.H.C. #080298 Patients 5 years and older</p>	<p>Dr. Townsend and Associates, P.A. 9 Saint John’s Medical Park Dr., St. Augustine, FL 32086</p>	<p>904 / 797-2705 Fax: 904 / 797-2820</p>

Additional Psychiatry information on the following page

PSYCHIATRY / BEHAVIORAL HEALTH (continued)

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.

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
Todd Broder, M.D. #068231 Heather Luing, M.D. # 068233 Non-Medicare Patients 18 years and older	Florida Center for TMS 304 Kingsley Lake Dr., Ste. 601, St. Augustine, FL 32092 150 Southpark Blvd., Ste. 208, St. Augustine, FL 32086	904 / 429-7076 Fax: 904 / 342-2106 904 / 429-7076 Fax: 904 / 342-2106
Meera Goyal, M.D. #056144 Edith Hidalgo, M.D. #056145 Satyen Madkaiker, M.D. #10R791	River Point Behavioral Health 6300 Beach Blvd. Jacksonville, FL 32216	904 / 724-9202 Fax: 904 / 724-7395
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
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
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
Peter Poulos, M.D. #044948 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
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)

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.

Robert W. Olds, M.D., P.A. #068701 Linda Olds, LCSW #068700 Patients 18 years and older	301 Health Park Blvd., Ste. 326, St. Augustine, FL 32086	904 / 819-5155
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
SMA Behavioral Health Services, Inc. Adult and Adolescent	200 San Sebastian Way, St. Augustine, FL 32084	904 / 209-6200 Fax: 904 / 209-6201 800 / 539-4228
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
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
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
Liz Villanueva, L.M.H.C. #079076 Patients 5 years and older	6277 A1A S., Ste. 202, St. Augustine, FL 32080	904 / 834-5051 Fax: 904 / 216-2154
Valerie DeVille, L.M.H.C. #081081 Non-Medicare members who are between 18 to 65 years of age	2225 A1A S., Ste. B5, St. Augustine, FL 32080	904 / 540-2840 Fax: 904 / 679-5188

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

PSYCHIATRY / BEHAVIORAL HEALTH (continued)

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.

Emanuel Martinez, M.D. #120277 Sandra Currie, LMHC #068943 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
Richard Greer, M.D. #078143 All ages	Richard A. Greer, M.D. 6277 A1A S., Unit 202, St. Augustine, FL 32080	904 / 295-3685 Fax: 904 / 295-3686
EPIC Behavioral Healthcare Eligible FHCP Members ages 4 years and older who are Non-Medicare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084 3574 US 1 South, St. Augustine, FL 32086	904 / 829-2273 Fax: 904 / 824-0724 904 / 417-7100 Fax: 904 / 824-0724
Debra A. Wiles L.C.S.W. #080527 Patients 9 years and older	2200 N. Ponce de Leon Blvd., Ste. 3 St. Augustine, FL 32084	904 / 325-5322 Fax: 904 / 512-0229
Parvona Shaw, Psy.D. #092989 Eligible FHCP Members ages 13 years and older who are Non-Medicare	235 Village Grande Dr., Ponte Vedra, FL 32081	954 / 205-4369 Fax: 904 / 263-5372

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

PSYCHIATRY / BEHAVIORAL HEALTH – CHILD & ADOLESCENT

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.

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

Richard Greer, M.D. #078143 All ages	Richard A. Greer, M.D. 6277 A1A S., Ste. St. Augustine, FL 32080	904 / 295-3685 Fax: 904 / 295-3686
Debra A. Wiles L.C.S.W. #080527 Patients 9 years and older	2200 N. Ponce de Leon Blvd., Ste. 3 St. Augustine, FL 32084	904 / 325-5322 Fax: 904 / 512-0229
Liz Villanueva, L.M.H.C. #079076 Patients 5 years and older	6277 A1A S., Ste. 202, St. Augustine, FL 32080	904 / 834-5051 Fax: 904 / 216-2154
EPIC Behavioral Healthcare Eligible FHCP Members ages 4 years and older who are non-Medicare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084 3574 US 1 South, St. Augustine, FL 32086	904 / 829-2273 Fax: 904 / 824-0724 904 / 417-7100 Fax: 904 / 824-0724

PSYCHIATRY / BEHAVIORAL HEALTH / INPATIENT

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.

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

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

PULMONARY FUNCTION TESTS (PFTs with DLCO)

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.

NO INHALERS OR NEBULIZER TREATMENTS 4 HOURS PRIOR TO APPOINTMENT

Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
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PULMONARY REHABILITATION

REQUIRES PRIOR AUTHORIZATION. Please complete the "FHCP Referral Form" found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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

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.

Javier Aduen, M.D. #10AJ64 Usman Faisal, M.D. #042122 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
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
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
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
Bernard Borbely, M.D. #117588 Ramzi Shaqareq, M.D. #10J052 Patients 18 years and older Patients to bring films	First Coast Pulmonary Associates 100 Whetstone Pl., Ste. 210 St. Augustine, FL 32086	904 / 819-6800 Fax: 904 / 819-6700
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

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

PULMONARY - PEDIATRIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

REPORTABLE DISEASES/CONDITIONS

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>

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

RHEUMATOLOGY

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.

Manish 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
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RHEUMATOLOGY - PEDIATRICS

REQUIRES PRIOR AUTHORIZATION. Please complete the "FHCP Referral Form" found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

SKILLED NURSING FACILITY

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**

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

SLEEP DISORDER PROVIDERS

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.

Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4358 Fax: 904 / 819-4961
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 / 797-2338 Fax: 904 / 797-2331
Bernard Borbely, M.D. #117588 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
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
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

SLEEP DISORDER PROVIDER – HOME STUDIES

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.

Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4358 Fax: 904 / 819-4961
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 / 797-2338 Fax: 904 / 797-2331
Bernard Borbely, M.D. #117588 Ramzi Shaqareq, M.D. #10J052 Patients 18 years and older	First Coast Pulmonary Associates, P.A. 100 Whetstone Pl., Suite 210 St. Augustine, FL 32086	904 / 819-6800 Fax: 904 / 819-6700
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
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

SLEEP DISORDER PROVIDER – PEDIATRIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

SUBSTANCE ABUSE - DETOXIFICATION & INPATIENT CARE

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

Contact FHCP Case Management Department - 866 / 676-7187

Fax number for sending records - 386 / 615-4058

After Hours and Holiday - 386 / 226-4542

SMA Behavioral Health Services, Inc.	1150 Red John Drive, Daytona Beach, FL 32124 Inpatient Crisis Stabilization Inpatient Detox	800 / 539-4228
EPIC Behavioral Healthcare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084	904 / 829-2273 Fax: 904 / 824-0724
Eligible FHCP Members ages 4 years and older who are Non-Medicare	3574 US 1 South, St. Augustine, FL 32086	904 / 417-7100 Fax: 904 / 824-0724
Sunrise Detoxification Center, LLC	3185 Boutwell Rd., Lake Worth, FL 33461 2431 W. Sand Lake Rd., Orlando, FL 32809	561 / 533-0074 Fax: 561 / 533-8077 407 / 857-6117 Fax: 407 / 857-6118
Eligible FHCP Members ages 18 years and older who are Non-Medicare	2331 NE 53 rd St., Ft. Lauderdale, FL 33308	954 / 491-9700 Fax: 954 / 491-9710
St. John's Recovery Place	1125 N. Summit St. Crescent City, FL 32112	904 / 990-1200 Fax: 904 / 990-1219
Eligible FHCP Members ages 18 years and older who are Non-Medicare	1811 South Orlando Ave., Cocoa Beach, FL 32931	904 / 990-1200 Fax: 904 / 990-1219
Pearl of the Sea Retreat	7601 A1A South, St. Augustine, FL 32080	833 / 357-3275 Fax: 949-209-5490
Eligible FHCP Members ages 18 years and older who are Non-Medicare		

SUBSTANCE ABUSE - INTENSIVE OUTPATIENT PROGRAM

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

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

Fax number for sending records 386 / 615-4058

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

Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4040 Fax: 904 / 819-4041
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SUBSTANCE ABUSE – INTENSIVE OUTPATIENT PROGRAM

Intensive Outpatient Programs must have PRIOR AUTHORIZATION from FHCP.

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

Fax number for sending records 386 / 615-4058

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

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

EPIC Behavioral Healthcare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084	904 / 829-2273 Fax: 904 / 824-0724
Eligible FHCP Members ages 4 years and older who are Non-Medicare	3574 US 1 South, St. Augustine, FL 32086	904 / 417-7100 Fax: 904 / 824-0724
Pearl of the Sea Retreat	7601 A1A South, St. Augustine, FL 32080	833 / 357-3275 Fax: 949-209-5490
Eligible FHCP Members ages 18 years and older who are Non-Medicare		
St. John's Recovery Place	1125 N. Summit St. Crescent City, FL 32112	904 / 990-1200 Fax: 904 / 990-1219
Eligible FHCP Members ages 18 years and older who are Non-Medicare	1811 South Orlando Ave., Cocoa Beach, FL 32931	904 / 990-1200 Fax: 904 / 990-1219

SUBSTANCE ABUSE - OUTPATIENT

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

SUBSTANCE ABUSE - RESIDENTIAL

**Residential Substance Abuse Programs must have PRIOR AUTHORIZATION from FHCP.
Contact FHCP Case Management Department at 386 / 676-7187. Toll Free Number 1 / 866 / 676-7187
Fax number for sending records 386 / 615-4058 After Hours and Holidays – Call the FHCP Call Center at 386 / 226-4542**

St. John's Recovery Place Eligible FHCP Members ages 18 years and older who are Non-Medicare	St. John's Recovery Place 1125 N. Summit St. Crescent City, FL 32112	904 / 990-1200 Fax: 904 / 990-1219
SMA Behavioral Health Services, Inc. #00JP48 Adults Only	330 Kay Larkin Drive, Palatka, FL 32177	800 / 539-4228
EPIC Behavioral Healthcare Eligible FHCP Members ages 4 years and older who are Non-Medicare	EPIC Behavioral Healthcare 1400 Old Dixie Highway, St. Augustine, FL 32084 3574 US 1 South, St. Augustine, FL 32086	904 / 829-2273 Fax: 904 / 824-0724 904 / 417-7100 Fax: 904 / 824-0724
Pearl of the Sea Retreat Eligible FHCP Members ages 18 years and older who are Non-Medicare	7601 A1A South, St. Augustine, FL 32080	833 / 357-3275 Fax: 949-209-5490

SURGERY-CARDIOVASCULAR

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.

Derek Muehrcke, M.D. #136338	Cardiothoracic & Vascular Surgery Associates 300 Health Park Blvd., Ste. 5008 St. Augustine, FL 32806	904 / 494-2394 Fax: 904 / 400-6676
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SURGERY-COLON

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.

Robert Marema, M.D. #084477 Byron Stapleton, D.O. #84644 Patients 6 years and older	Flagler Health+ Surgical Specialists 300 Health Park Blvd., Ste. 5002, St. Augustine, FL 32086	904 / 819-5861 Fax: 904 / 819-5862
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SURGERY-GENERAL

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.

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
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
Robert Marema, M.D. #10H772 Byron Stapleton, M.D. #084477 Patients 6 years and older Christine Routhier, M.D. #084792 Patients 18 years and older	US Bariatrics 300 Health Park Blvd., Ste. 5002, St. Augustine, FL 32086	904 / 819-1500 Fax: 904 / 819-5862
Steven Bower, M.D. #010391 Patients 14 years and older John J. Cascone, M.D. #049876 Patients 12 years and older 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

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

SURGERY-GENERAL (CONTINUED)

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.

Robert Marema, M.D. #084477 Byron Stapleton, D.O. #84644 Patients 6 years and older	Flagler Health+ Surgical Specialists 300 Health Park Blvd., Ste. 5002, St. Augustine, FL 32086	904 / 819-5861 Fax: 904 / 819-5862
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SURGERY GYNECOLOGIC ONCOLOGY

REQUIRES PRIOR AUTHORIZATION. Please complete the "FHCP Referral Form" found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

SURGERY-HAND

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.

<p>Scott Putney, M.D. #082298</p> <p>Members 18 and older</p>	<p>Flagler Health+ Orthopaedic Specialists</p> <p>145 City Place, Ste. 201, Palm Coast, FL 32164</p> <p>351 Town Plaza Ave., 2nd Fl, Ste. 201, Ponte Vedra, FL 32081</p> <p>120 Health Park Blvd., Ste. 1, St. Augustine, FL 32086</p>	<p>386 / 627-7318 Fax: 386 / 627-7319</p> <p>904 / 819-7077 Fax: 904 / 456-0820</p> <p>904 / 819-1010 Fax: 904 / 456-0820</p>
<p>Alexander Lampley, M.D. #082651</p> <p>All Ages</p>	<p>Orthopaedic Associates of St. Augustine</p> <p>3055 CR210 West, Ste. 110, St. Johns, FL 32259</p> <p>One Orthopaedic Pl., St. Augustine, FL 32086</p>	<p>904 / 825-0540 Fax: 904 / 825-2490</p> <p>904 / 825-0540 Fax: 904 / 825-2490</p>
<p>Tamara R. Clancy, M.D. #006794</p> <p>All ages</p>	<p>Volusia Hand Surgery Clinic</p> <p>315 Palm Coast Parkway N.E., Suite. 4, Palm Coast, FL 32137</p> <p>Fax number listed is for Dr. Clancy's Port Orange Office</p>	<p>386 / 246-3063 Fax: 386 / 788-0679</p>

SURGERY-NEURO

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.

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
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

SURGERY-ORAL

REQUIRES PRIOR AUTHORIZATION. Please complete the "FHCP Referral Form" found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Daniel Gesek, Jr., D.M.D. #002051 Scott Imray, D.M.D. #002050 All Ages	Imray & Gesek, DMD, PA 2047 Park St., Jacksonville, FL 32204 1409 Kingsley Ave., Bldg., Orange Park, FL 32073 4232 Baymeadows Dr., Jacksonville, FL 323284	904 / 388-7665 Fax: 904 / 388-7664 904 / 264-7383 Fax: 904 / 264-7889 904 / 739-0690 Fax: 904 / 737-1045
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SURGERY-ORTHOPAEDICS

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.

<p>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>904 / 825-2737 Fax: 904 / 825-2303</p> <p>386 / 447-2210 Fax: 904 / 825-2303</p>
<p>Brian Haycook, M.D. #138698 Kurtis Hort, M.D. #113849 Sina Kasraeian, M.D. #036663 Alexander Lampley, M.D. #082651 John Stark, M.D. #10M204 Albert Volk, M.D. #104629 Patients 18 years and older</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>David Gay, M.D. #10N313 Jeffrey Keen, M.D. #10U001 Paul Suhey, D.O. #092419 Scott Putney, M.D. # 082298 (Ortho and Hand Surgery) Corey Rosenbaum, D.O. #051951 Patients 18 years of age and older</p>	<p>Flagler Health+ Orthopedic Specialists 145 City Place, Ste. 201, Palm Coast, FL 32164</p> <p>120 Health Park Blvd., Ste. 1, St. Augustine, FL 32086</p> <p>351 Town Plaza Ave., 2nd Floor, Ste. 201, Ponte Vedra, FL 32081</p>	<p>386 / 627-7318 Fax: 386 / 627-7319</p> <p>904 / 819-1010 Fax: 904 / 456-0820</p> <p>904 / 819-7077 Fax: 904 / 456-0820</p>

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

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

SURGERY-ORTHOPAEDICS (continued)

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.

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

SEE PHYSICAL MEDICINE AND REHABILITATION SERVICES FOR ADDITIONAL BACK PAIN PROVIDERS

SURGERY-PLASTIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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

SURGERY-THORACIC

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.

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
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

SURGERY - UROGYNECOLOGY/RECONSTRUCTIVE

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.

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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SURGERY-VASCULAR

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.

Derek Muehrcke, M.D. #136338 Patients 20 years and older	Cardiothoracic & Vascular Surgery Associates 300 Health Park Blvd., Ste. 5008, St. Augustine, FL 32806	904 / 494-2394 Fax: 904 / 494-0131
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
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

SURGICAL FACILITIES

Flagler Surgery Center	180 Southpark Blvd., St. Augustine, FL 32086	904 / 823-1447
Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
Outpatient Surgery Center of St. Augustine	1 Orthopaedic Pl., Ste 200, St. Augustine, FL 32086	904 / 209-1400 Fax: 904 / 209-1401
St. Augustine Endoscopy Center, Inc.	212 Southpark Circle, E St. Augustine, FL 32086	904 / 824-6108 Fax: 904-824-1419
Eye Surgery Center of North Florida Out-patient surgical procedures in the specialty of Ophthalmology for members of St. Johns and Duval Counties	7205 Bonneval Rd., Jacksonville, FL 32256	904 / 296-4331 Fax: 904 / 861-3899
Jacksonville Beach Surgery Center	3316 S 3 rd St., Ste. 200, Jacksonville Beach, FL 32250	904 / 247-8181 Fax: 904 / 247-8101

ADMISSION - In-patient procedures

INSTRUCTIONS: The requesting surgeon will need to complete and submit the FHCP Surgical & Special Procedure to FHCP's Central Referrals Department by fax 386 / 238-3253 prior to scheduling the service at any surgical facility. If the request is approved the requesting provider will be notified and the procedure can then be scheduled. Patients may have their pre-op testing, ie labs, chest x-ray, ekg at the facility where the surgery is approved, if available.

Please note: 23 hour observation is considered an Admission.

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

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

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

TERTIARY CARE CENTERS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

TRANSPLANTS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

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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****

ULTRASOUND TESTING

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.

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

URGENT CARE SERVICES

Prior authorization from FHCP Central Referrals is not needed. Any FHCP member may utilize these facilities when FHCP Extended Hours Care Centers (EHCC) and the member's primary care physician (PCP) are unavailable for medical services. Urgent Care Providers should attempt to direct the member to member's Primary Care Physician (PCP) or an FHCP Extended Hours Care Clinic if available prior to initiating treatment.

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

Additional Urgent Care information on the following page

URGENT CARE SERVICES (continued)

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.

CareFast+	CareFast+ 110 Health Park Blvd., St. Augustine, FL 32086 70 Turin Terrace, Ste. 110, St. Augustine, FL 32092 After FHCP normal business hours, weekends and holidays and when the member’s PCP is not available.	904 / 823-3401 Fax: 904 / 829-8649 904 / 819-7200 Fax: 904 / 816-8936
MediQuick Urgent Care Center	6 Office Park Drive, Palm Coast, FL 32137 140 Pinnacles Drive, Palm Coast, FL 32164	386 / 447-6615 Fax: 386 / 447-1266 386 / 597-2829 Fax: 386 / 313-1923

UROLOGY

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.

Jeffrey Dann, M.D. #010952 Howard Epstein, M.D. #001664 Terrance Regan, M.D. #001842 Billy Vanasupa, D.O. # 077863 Patients 18 years and older	Atlantic Urology – A Division of Advanced Urology Institute 21 Hospital Drive, Suite 140, Palm Coast, FL 32164 240 South Park Circle E. St. Augustine, FL 32086	386 / 445-8530 Fax: 386 / 446-5087 904 / 824-1450 Fax: 904 / 824-1490
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VACUUM ASSISTED CLOSURE DEVICES

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

VARICOSE VEIN TREATMENT

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

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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 / 823-3228
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
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

VNG TESTING

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.

North Florida Center for Otolaryngology	3 San Bartola Dr., St. Augustine, FL 32086	904 / 823-8823 Fax: 904 / 808-8587
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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.

WEIGHT MANAGEMENT PROGRAMS

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.

Flagler Health+ St. Augustine	Flagler Health+ St. Augustine 400 Health Park Blvd., St. Augustine, FL 32086	904 / 687-2021
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

WOUND CARE

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.

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 / 823-3228
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

HYPERBARIC OXYGEN THERAPY (HBO) AND VACUUM ASSISTED CLOSURE DEVICES

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X-RAYS (PLAIN FILMS)

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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ZOLL LIFE VEST

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

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Zoll Services, LLC #058334		412 / 968-3333 Fax: 412 / 567-8676
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