



FLORIDA HEALTH CARE PLANS NEWSLETTER

FOR PROVIDERS



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INSIDE THIS ISSUE



DID YOU KNOW?

Our FHCP Corporate Headquarters will be relocating?

See page 4 for more details.

ATTENTION PROVIDERS:

For tips on coping with Stress and Compassion Fatigue, see page 5.



HAPPY
NURSES
WEEK



**Florida
Health Care
Plans**



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Is your NPI Information up to date?

The Centers for Medicare and Medicaid Services (CMS) utilizes the information, such as practice address, that appears in your NPI record. We are asking that you check your NPI at [NPPES.CMS.HHS.GOV](https://www.cms.gov) to ensure that your current practice information is reflected.

The NPI number is used to identify health care providers in standard transactions such as health care claims. It is important to keep all information, such as a change of address, with NPPES current. You're required to update your NPI information, online or by mail, within 30 days of the effective change.

You can update your NPI profile by one of the following means:

By phone: 1-800-465-3203 (toll free) or 1-800-692-2326 (NPI TTY)

By email at: Customerservice@npienumerator.com

By mail at: NPI Enumerator PO Box 6059 Fargo, ND 58108-6059

<https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS10114.pdf>



Florida Health Care Plans will be closed:

- Monday, May 31, 2021 for the Memorial Day Holiday

Titusville Offers Primary Care

We are happy to announce, as of December 2020, our FHCP Titusville location offers Primary Care Services. With our existing pharmacy, this adds additional convenience for our members!



How to stay connected from a distance?

Follow FHCP on our many social media platforms!





The FHCP Corporate Headquarters located at 1340 Ridgewood Avenue in Holly Hill will be moving in late 2021.

The new corporate headquarters will be located at 2450 Mason Avenue in Daytona Beach. This location is a highly efficient, modern facility and was built using LEED standards which aligns with energy and environmental design criteria. This facility better represents FHCP's brand, growth potential, and standing in the community. It's strategically located and easily accessible from I-95.

Additional information will be communicated through FHCP's leadership team as it becomes available. We are very excited about this opportunity and look forward to building upon FHCP's legacy.



Tips for Healthcare Professionals: COPING WITH STRESS AND COMPASSION FATIGUE



As a healthcare professional, you may face stress on the job under usual conditions due to long shifts, completing responsibilities, and witnessing or hearing about difficult patient experiences. As a responder on the front lines of the coronavirus disease 2019 (COVID-19) pandemic, you are likely working longer hours, seeing loved one less, and working in a more stressful environment. At the same time, you may be coping with the mental health effects that all types of disasters, including public health emergencies, often have. As such, you may be noticing signs of stress and distress in yourself and your coworkers.

This tip sheet explores stress and compassion fatigue, as well as signs of distress after a disaster. It identifies ways to cope and enhance resilience, along with resources for more information and support.

Click on the link below to access the full SAMHSA Article:

https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-01-01-016_508.pdf

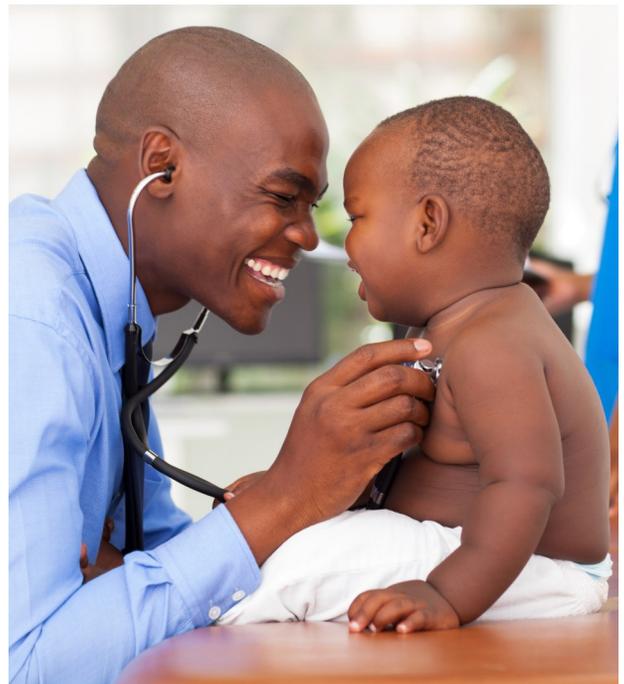
On the back page of the article, there are many helpful resources for those who may want to seek help outside of our Behavioral Health Department.



Encourage your patients to utilize the FHCP Member Portal

Members can use the portal to:

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



APRIL

ALCOHOL AWARENESS MONTH

April is Alcohol Awareness Month, a public health campaign to build awareness, understanding, and reduce the stigma of alcohol dependence and alcohol-related issues. Excessive alcohol use is the leading cause of preventable death in the United States, with 261 deaths daily or more than 95,000 deaths annually. We can all do our part to prevent alcohol misuse or abuse. Alcohol Awareness Month is a chance to spread the word about prevention and treatment of unhealthy alcohol consumption.

The AUDIT-C, a 3-question version of AUDIT screening tool, is used to assess unhealthy drinking behavior in adults and promoted by the Substance Abuse and Mental Health Service Administration (SAMHSA). A score of 0 represents no alcohol use, 4+ is positive for men, 3+ is considered positive for women, and higher scores (up to 12) indicate increased likelihood of unhealthy alcohol use, abuse, or dependence.

<https://www.nationalcouncildocs.net/wp-content/uploads/2018/02/AUDIT-C-Plus-2-Screening-Questionnaire.pdf>

The Alcohol Use Disorders Identification Test (AUDIT) is a publication of the World Health Organization:

https://apps.who.int/iris/bitstream/handle/10665/67205/WHO_MSD_MSB_01.6a.pdf?sequence=1

Alcohol Use Terms and Definitions:

Low risk:

Women: 3 drinks per day/7 per week or less

Men (age 21-64): 4 drinks per day/14 drinks per week or less

Men (65 or older): 3 drinks per day/7 per week or less

At risk:

Women: 3 drinks per day/7 per week or more

Men (age 21-64): 4 drinks per day/14 drinks per week or more

Men (65 or older): 3 drinks per day/7 per week or more

Hazardous Use:

Alcohol use that increases the risk or likelihood of health consequences.

Harmful Use/Alcohol Abuse F10.10:

A pattern of alcohol consumption that results in health consequences in the absence of addiction.

Alcohol use disorder F10.20:

A maladaptive pattern of alcohol use leading to clinically significant impairment or distress,

≥ 2 (+) of the following during the previous year:

1. Drank more, or longer, than intended
2. Failed attempts to cut down or stop
3. Significant time spent drinking or recuperating from drinking
4. Difficulty controlling desire or compulsion to drink
5. Interferes with daily responsibilities
6. Affects relationships with family and friends

7. Giving up meaningful activities to drink

8. At risk behavior while or after drinking

9. Mental, memory, or physical problems

10. Evidence of tolerance

11. Experiencing the symptoms of withdrawal

Alcohol dependence F10.20:

≥3 of the following at some time during the previous year:

1. A strong desire or compulsion to drink
2. Difficulty controlling alcohol use
3. Physiological withdrawal
4. Evidence of tolerance
5. Progressive neglect of meaningful activities
6. Persisting with alcohol use despite clear evidence of overtly harmful consequences

For questions, please reach out to Gina George, LCSW, MSW, BSW/Behavioral Health Quality Improvement Coordinator

at 386-676-7100 ext. 7543 or ggeorge@fhcp.com.

References:

<https://www.cdc.gov>

<https://www.samhsa.gov>

<https://www.uspreventiveservicestaskforce.org>



NATIONAL INFANT IMMUNIZATION WEEK



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April 25th through May 2nd marks National Infant Immunization Week. This annual observance highlights the importance of healthcare providers protecting their patients, two years and younger, against vaccine-preventable diseases through education and on-time vaccinations. Parents who have questions and concerns look to their child's doctor for reassurance. That is why a strong, clear recommendation may be enough for them to accept the vaccines you have recommended.

Vaccines are given based on age and/or health conditions. Assessing vaccination status at every visit ensures patients are up to date on their vaccines. Use the current immunization schedule to determine what vaccines are recommended.

Every year thousands of children in the U.S. become seriously ill and many are hospitalized from diseases that vaccines can prevent. Vaccination rates are low in the U.S. due to misinformation about vaccines or because parents may not be aware that their child is due. Research has shown that healthcare providers play a key role in ensuring recommended vaccines are given to their patients. You have the power to protect your patients against vaccine preventable diseases - your recommendation can make a difference!

<https://www.cdc.gov/vaccines/hcp/conversations/talking-with-parents.html>



**GET YOUR
FLU SHOT
AT
FHCP TODAY!**

Visit www.fhcp.com for more
information

MAY

NATIONAL HIGH BLOOD PRESSURE
MONTH

Blood pressure is measured as the pressure when the heart has pumped (systolic) and when the heart is in between beats (diastolic). In the US, approximately 1 in 3 adults has high blood pressure, however most people are not aware they have this condition due to a lack of signs or symptoms.

Hypertension increases the risk of serious diseases and conditions such as heart disease and stroke. In the US, heart disease is the most common form of death while stroke is the third leading cause. Other risk factors of high blood pressure include congestive heart failure, kidney disease, and blindness.

High Blood Pressure Education Month encourages people to look at various lifestyle factors which may be contributing to high blood pressure. It is well

documented that high levels of sodium (salt) is linked to high blood pressure. In the US, the majority of people consume more than twice the level of recommended sodium intake. Guidelines recommend up to 2,300mg of sodium per day for an adult. It is also recommended that people eat potassium rich foods which help lower blood pressure.

Lifestyle changes which can help reduce blood pressure, include maintaining a healthy body weight, regular exercise, quitting smoking and following a healthy low sodium, high potassium diet rich in fruit and vegetables. A blood pressure monitor for use at home makes it convenient to regularly monitor blood pressure.



At Florida Health Care Plans, the Diabetes/Health Education Department can educate your members, resulting in lowering blood pressure and adapting the lifestyle changes recommended to control blood pressure. We have 5 registered dietitians on staff ready to work with your members.

Please feel free to contact Diabetes/Health Education Department for more details regarding dates, times, and locations or to schedule an appointment for your members at (386) 676-7133 or toll free 1-877-229-4518. Fax (386) 238-3228. The hearing impaired may call TTY/TDD Florida Relay 711. deducation@fhcp.com

We would like to take this opportunity to recognize all of the amazing nurses who contribute so much to the health and wellbeing of our members. Your compassion, optimism and kindness do not go unnoticed. We appreciate you!

Sincerely,

FHCP Administration & Staff

Happy NURSES week

Celebrated May 6-12th 2021

THANK YOU for
putting so much
HEART into
everything you do!



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MENTAL HEALTH



East Coast Bariatrics (ECB) provides its patients with a licensed mental health counselor (LMHC). The LMHC provides counseling both before and after the surgical process. ECB patients can work with the LMHC on a variety of mental health-related areas.

Eating Disorders

The LMHC at ECB specializes in eating disorders. Eating disorders are complex mental health conditions characterized by abnormal or disturbed eating habits. Eating disorders include binge-eating disorder and food addiction. Binge-eating disorder and food addiction require a multidisciplinary approach provided by the staff at ECB.



Provided By:

East Coast
Bariatrics

Mood Disorders

The LMHC at ECB has experience in therapeutic interventions for mood disorders. Management of mood disorders post-surgery is a vital part of continued success. ECB provides patients with tools to improve coping skills for mood disorders both before and after surgery.

Cross-Addiction

Cross addiction after bariatric surgery occurs when individuals trade compulsive eating for other compulsive behaviors. The LMHC at ECB will provide mental health preparation before surgery and counseling after surgery to address cross-addiction.

Self-Care

Patient self-care is the central focus of the program. The multidisciplinary team at ECB is dedicated to guiding patients towards building self-care habits both before and after surgery. The LMHC will utilize cognitive behavior therapy approaches to create a self-care plan for each patient.

If you feel your patient would benefit from this type of a structured weight loss program, please have them call 386-238-3205. We will help them through every step of the process.

