



TO: FHCP PROVIDERS

FROM: MARY PETERSON / PROVIDER CONTRACTING ADMINISTRATIVE SPECIALIST

DATE: APRIL 2023

RE: PROVIDER RESOURCE GUIDE UPDATES

The following changes have been made to the FHCP Provider Resource Guide (Formerly known as the FHCP Provider Handbook). The Provider Resource Guide can be viewed under the Provider tab -For Providers under Resources, Education and Support at: fhcp.com.

SECTION NAME	DESCRIPTION OF CHANGE	REVISION DATE
Frequently Referenced Sections Page 7	Revision to FHCP Provider Portal User Guide March 2023 Page 7	4/2023
Frequently Referenced Sections Page 7	Revised the FHCP General Wellness Guidelines for 2023 Page 7	4/2023
Contact Us Page 8	Updated information for the FHCP Call Center Page 8	4/2023
Provider Data and Demographics Maintenance Page 24	Updated Verbiage Register for and use the FHCP Online Provider Portal Page 25	4/2023
Risk Management Page 34	Updated content within Code 15 Event Page 35	4/2023
Health Care Identification Cards Page 38-41	New card added for Non-Medicare HMO-Anytime, BNN-HMO-Anytime, and BNN-POS, and added new cards for Medicare MAPD Page 38-41	4/2023
Florida Health Care Plans Members' Rights & Responsibilities Page 42	Updated verbiage under A Member Has a Right and A Member is Responsible Page 42-43	4/2023
How We Manage Our Members' Care Page 45	Nurse Advice Line Page 47	4/2023
Health and Wellness Page 59	Updated verbiage under Health and Wellness Page 59-61	4/2023

If you have any questions about this memo, please contact me at: 386-615-5079, or mpeterson1@fhcp.com. Thank you.

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