



*For  
Providers*

**FLORIDA HEALTH CARE PLANS  
NEWSLETTER**



**Florida  
Health Care  
Plans®**



An Independent Licensee of the Blue Cross and Blue Shield Association

## Expectant Mothers' Vaccines

The Flu vaccine can be received any time during pregnancy

3



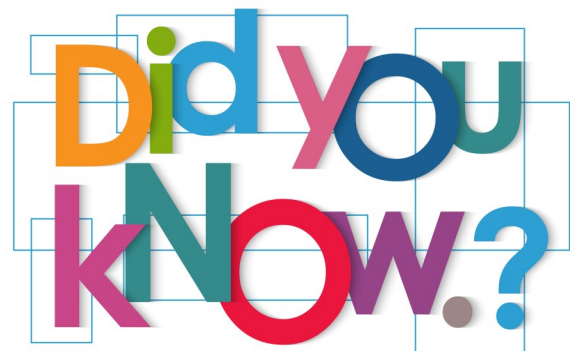
## Inside This Issue



## FHCP Provider Relations Team!

6

Coordinators are available to assist offices and deliver education and guidance...



## Happy Doctor's Day!

Extending a warm thank you to our doctors who devote their lives caring for others!

We Thank You!

9

# Expectant Mothers' Vaccines



*Expectant Mothers needing a Tdap and/or Flu vaccine are encouraged to go to any Florida Health Care Plans Clinic to receive a vaccine.*

*No appointment necessary.*

**Tdap Criteria:**

- *Not on Medicare*
- *18 years of age and older*
- *Have not had a Tdap during their current pregnancy*
- *Expectant Mothers between 27 and 36 weeks gestation are encouraged to have the vaccine during every pregnancy regardless of when the last Tdap was administered*
- *It is also highly recommended fathers and grandparents of a newborn have a Tdap vaccination if they haven't had one in the last 10 years*

For Florida Health Care Plans Clinic locations please visit FHCP Facilities at [fhcp.com](http://fhcp.com)

The Flu vaccine can be received any time during pregnancy during flu season.

**CLOSED**

**IMPORTANT ANNOUNCEMENT**

2023 New Year

***FHCP will be closed January 2nd 2023***

# Resources from the Health Promotion & Wellness Department



The Health Promotion & Wellness Department would like to share some resources that are available to members to help them with their health and well-being including telephonic health coaching and the completion of their on-line health assessment.

## Telephonic Health Coaching

Our large and small wellness groups and ACA members have access to free telephonic health coaching if they need assistance in making lifestyle changes. FHCP Health Coaches are here to help members set goals, work through barriers, make changes and find success! Working with a health coach means members will have someone there to support them as they make changes to habits and lifestyle. The health coaches understand each member is different and will tailor the coaching program to meet the member's individual needs. The sessions are confidential.

### The health coaches can help with:

- Improving work/life balance
- Increasing physical activity
- Weight management
- Improving eating habits
- Stress management
- And more



Eligible members can reach out to us at [healthcoach@fhcp.com](mailto:healthcoach@fhcp.com) for more information or to schedule an appointment with a health coach. If you have any questions, or you are not sure if a member is eligible for coaching, feel free to reach out to Carla Cosio at [ccosio@fhcp.com](mailto:ccosio@fhcp.com) or Corrie Wise at [mwise@fhcp.com](mailto:mwise@fhcp.com)

## Online Health Assessment

FHCP believes that our members deserve access to reliable, high-quality health and wellness information. The on-line health assessment is an interactive educational resource that can help guide members to improve their overall health and well-being. This assessment generates a detailed report of the members results and the report can be shared with the member's PCP. Based on the member's responses, action plans will be recommended. These action plans are 6-8 weeklong self-directed plans to help the member improve their health and well-being. The information shared in the assessment is private and confidential and will not affect a member's benefits or coverage.



### How to access the health assessment:

1. Go to [FHCP.com](https://www.fhcp.com) – Portal Login – Member Login
  - Medicare members – click on Medicare – then Member Portal once the new page opens
2. Once on Member Portal page – click Welcome to Wellness
3. The health assessment is located in the center column on your Wellness page
4. Click “Start” and follow the directions

If you have any questions, feel free to reach out to Carla Cosio at [ccosio@fhcp.com](mailto:ccosio@fhcp.com).

# Genetic Tests and Genetic Counseling



## Genetic Testing:

Prior Authorization is not required for the following genetic tests, **as long as the specimens are processed by Quest Diagnostic Laboratories**. Providers may send patient orders directly to a FHCP Lab or to a Quest Patient Center for lab draws.

- ◆ Solid Core Tumor Panel
- ◆ PD-L 1
- ◆ Comprehensive Hereditary Panel - 66 Gene
- ◆ QUAD Screen
- ◆ QNatal
- ◆ Prenatal Carrier Screen (CF, Fragile X, SMA)

All other genetic tests or lab orders for any other laboratory other than Quest Diagnostic Laboratories will require prior authorization from Florida Health Care Plans.

Genetic Counseling, across the board, no longer requires prior authorization from Florida Health Care Plans, **as long as the counseling is performed by the referring provider or by InformedDNA (IDNA), Florida Health Care Plans' In-Network Genetic Counseling provider**.

Genetic counseling orders may be sent directly to IDNA by fax to (760) 203-1194 or online at [informeddna.com/refer-a-patient/](https://informeddna.com/refer-a-patient/)

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## InformedDNA

**Phone:** 800 975-4819

**Fax:** 760 203-1194

P O Box 491

St. Petersburg, FL 33731

[info@informeddna.com](mailto:info@informeddna.com)



**For questions regarding this policy change or to inquire specifically about other genetic tests, please contact Florida Health Care Plans Central Referral Department at the following number: (386) 238-3230.**



# Florida Health Care Plans Provider Relations Team



*The Florida Health Care Plans Provider Relations team is comprised of four dedicated Coordinators, serving Brevard, Flagler, St. Johns, Seminole and Volusia counties.*

*Provider Relations Coordinators function as liaisons between provider offices and Florida Health Care Plans.*

*Coordinators are available to assist provider offices with contractual concerns, answer questions about the network, help navigate the provider portal, assist with the referral process, deliver education and provide guidance on a host of topics related to Florida Health Care Plans.*

## Our FHCP DeLand EHCC will now be opened on Saturdays!

The FHCP DeLand EHCC (Extended Hours Care Center) will be open on Saturdays, starting January 7, 2023 from 8:00am – 12:00pm.

FHCP members do not need to make an appointment to receive care.

Patients can also fill any necessary prescriptions at the on-site pharmacy as well on Saturdays.



Brevard County  
Katherine Sonn  
ksonn@fhcp.com  
321.567.7755

Flagler/St. Johns  
Counties  
Jennifer Tarbert  
jtarbert@fhcp.com  
904.295.3679

Seminole County  
Roberta Hemphill  
rhemphill@fhcp.com  
386.615.5018

Volusia County  
Rhonda White  
rwhite@fhcp.com  
386.317.8809

# Case Management

Care coordination is defined by the use of individually tailored interventions for the patient with chronic conditions and/or acute care needs. This process includes the communication of the patient's needs and preferences as well as the case manager assessment and recommendations to the care team. By organizing patient care activities and sharing information with providers and other care team participants, care coordinators hope to achieve safer and more effective care.

The goal of the FHCP Coordination of Care team is to help link patients and families to services that optimize outcomes. We use a member-centric, comprehensive approach that looks at the clinical diagnoses as well as non-clinical issues like social, developmental, educational, and financial needs.

While improving member outcomes is a priority, interventions can also decrease duplication of services, encourage use of in network services and providers, decrease preventable hospital admissions and re-admissions, and enhance overall patient experience.

## Criteria for Enrollment

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 psychosocial/financial concerns (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 psychosocial/financial concerns
- 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



Continued on next page.

A description of programs and services are found on the FHCP website in the Provider Referrals, Orders, and Authorizations.

*For urgent placement or home safety evaluations, physicians would continue to refer members with urgent needs to Home Health Skilled Nurse and Medical Social Worker or Department of Children and Families. Skilled Nurse Facility placement continues to be directed to Utilization Management Department (386)676-7187.*

**Members and Providers are informed about available Case Management Programs by:**

- Florida Health Care Plans website ([www.fhcp.com](http://www.fhcp.com))
- Member or Provider Resource Guide
- Quarterly newsletters
- Department Brochures

**Members may be referred by:**

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

**Members can self-refer or opt-out of the voluntary programs by calling or emailing the department.**

**There are various methods to refer to the Case Management Coordination of Care Department:**

**Case Managers or Community Resources Coordinator Services:**

Telephone Contact: Toll Free (855)205-7293 or (386)238-3284

Email: [cmanagement@fhcp.com](mailto:cmanagement@fhcp.com)

Fax: (386)238-3271

Website: [www.fhcp.com](http://www.fhcp.com)

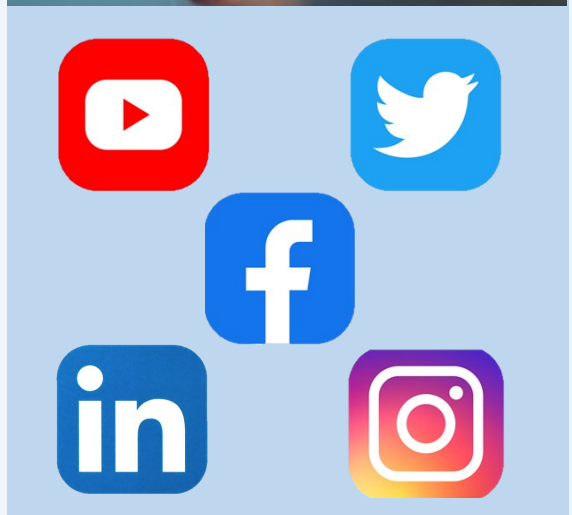
FHCP Providers- Internal: E.H.R. Task

**Transition of Care Program:**

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

Email: [toc@fhcp.com](mailto:toc@fhcp.com)

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



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*As we celebrate the occasion of Doctor's Day, we extend a warm thank you to our doctors who devote their lives to caring for others. Your knowledge, skills, dedication and compassion are vital to the health and wellbeing of our members. We appreciate you and wish you a Happy Doctor's Day!*

*Sincerely,*

*FHCP Administration & Staff*

**WE THANK YOU!**

## New Year Benefit Changes

Just a friendly reminder that effective January 1, 2023, many patients change benefit plans/products and even insurance companies. Therefore, we highly encourage providers and their staff to check eligibility and benefits prior to rendering services to ensure accurate insurance information is on file and correct member payment responsibilities are collected. You may check eligibility and benefits at no charge via the FHCP Provider Portal.

<https://www.fhcp.com/provider-login/>

We are looking forward to working with you in 2023 to keep our members happy and healthy in the New Year!

# National Nutrition Month

*“Let the Food be the Medicine”*

For more details, please call (386) 676-7133 or toll free 1(877) 229-4518.

old habits →  
← new habits

Hippocrates said, “Let thy food be thy medicine” (a long, long time ago), but the sentiment still rings true. National Nutrition Month, celebrated in March, stresses the importance of a balanced diet and exercise. The Academy of Nutrition and Dietetics promotes the transformative powers of healthy food choices. The Academy encourages using a registered dietitian to develop and stick with a healthy eating plan.

At FHCP, the Diabetes/Health Education department has 5 full time registered dietitians to support your members with diabetes or any nutrition related disease. There is no charge to be seen in our department and follow up appointments are encouraged. We utilize face to face visits as well as ZOOM appointments.

We offer group classes for risk factors for heart disease (elevated lipids), prediabetes, Eat Right Move Right (weight management), and diabetes, as well as any nutrition diagnosis that need individual appointments. Members can self-refer by calling our office but a referral from their provider is more motivating for many of our members.

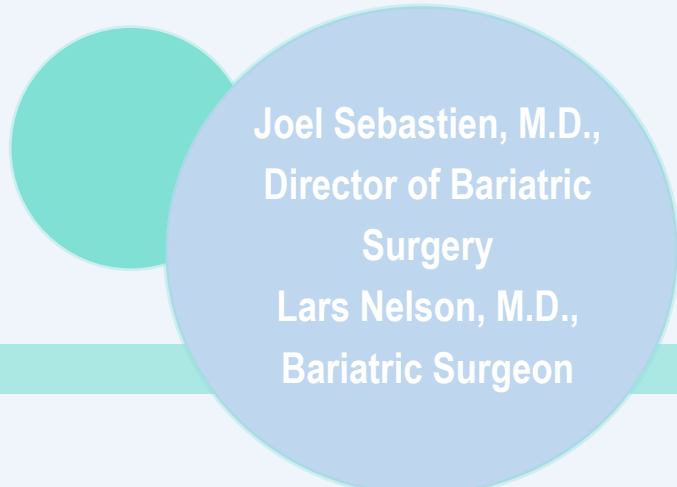
Our dietitians will evaluate your members’ nutrition needs and help set realistic goals for improving health status. Part of those goals include developing an activity plan and improving food choices.

**The Diabetes/Health Education department is here to support you, the provider, to improve the quality of life for our members. We can be reached through email ([deducation.com](mailto:deducation.com)), task lists (nutrition or diabetes), fax (386-238-3228), or phone (386-676-7133).**





201 N. Clyde Morris Blvd., Ste. 210  
 Daytona Beach, FL 32110  
 (386) 238-3205



Joel Sebastien, M.D.,  
 Director of Bariatric  
 Surgery  
 Lars Nelson, M.D.,  
 Bariatric Surgeon

*Having performed thousands of surgeries, our goal is to work together with each patient and emphasize that weight loss is an overall life changing decision towards an improvement in health, which targets the goal of wellness. Long-term weight loss success is supported through continuous nutrition education, behavioral counseling, exercise, support groups and additional support with our team.*

**East Coast Bariatrics is a comprehensive weight loss program for patients with clinically severe morbid obesity.**

Our Bariatric program is unique to our community. The multidisciplinary team includes physicians, nurse practitioner, clinical staff, dietitian, mental health counselor, exercise specialist and other weight loss professional support staff. Each member of our bariatric team is dedicated to helping patients improve their medical risk factors and reduce their weight through a comprehensive approach to weight management that includes:

## Things to know as a Healthcare Provider:

- A referral is not needed for a patient to inquire about weight loss options.
- You may give the patient our phone number so they can call us directly.
- Our Insurance Specialists will guide your patient through individual insurance requirements.
- Most insurances accepted.
- Self-pay and financing options available.
- Free virtual information seminars available.
- Bariatric in-services and education are available for your staff.

- Laparoscopic Roux-en-Y Gastric Bypass
- Laparoscopic Vertical Sleeve Gastrectomy (outpatient available)
- Laparoscopic Duodenal Switch
- Laparoscopic Weight Loss Surgery Revisions
- Non-Surgical Medically Managed Weight Loss Program
- Laparoscopic Adjustable Gastric Banding (Management and Removal)

**To set up an in-service for your practice please contact:**

**Tami Salyerds**  
 Program Coordinator  
 Phone: (386) 481-6776 or  
 Email: [tsalyerds@fhcp.com](mailto:tsalyerds@fhcp.com)