

FLORIDA HEALTH CARE PLANS NEWSLETTER

F O R P R O V I D E R S



DOCTOR'S DAY!

MARCH
30TH
HAPPY
DOCTOR'S
DAY

WE ARE SOCIAL:



**Florida
Health Care
Plans**



An Independent Licensee of the Blue Cross and Blue Shield Association

IMPORTANT ANNOUNCEMENT

Checking on a Claim Status?



Outsourced Claims Calls

Florida Health Care Plans is experiencing a large influx of calls from overseas agencies checking benefits and claim status on your behalf. These calls are overloading our

customer service team and negatively impacting our ability to assist you when needed.

We ask that you please request your contracted offshore agencies utilize Availity instead of calling us directly. Availity provides written verification of eligibility and benefits and claim status.

If you or your contracted agency require assistance accessing or using Availity, we are happy to help.

We value our relationship with you and want to continue providing excellent service. Any help you can provide in reducing offshore agency calls is greatly appreciated.

Please feel free to contact us at (386) 615-5010 or claims@fhcp.com with any questions.



ASSISTANCE AVAILABLE

FOR PATIENTS TURNING 65!

FHCP Medicare Plans Available in Volusia, Flagler, Brevard, Seminole & St. John Counties.

As the doctor and trusted advisor, you and your staff play a very special role in patient education as they near age 65. As they age, their available health plan options change. Starting the conversation early with the patient in the months leading up to their 65th birthday is key. It is important to let them know that FHCP offers Medicare Advantage plan options that are affordable and were designed with their care in mind.

FHCP can provide a supply of brochures that list the FHCP Medicare Plans that are available in your county that can be displayed in your patient waiting room or can be handed out to your aging in patients at check in. There is contact information to FHCP's Sales Center where they can speak to a Medicare Specialist that can answer their questions and review coverage options.



C O N T A C T

Lindsey Preston via email at lpreston@fhcp.com to order a supply of brochures.



Our **FHCP Provider Relations** Coordinators are **NOW AVAILABLE** by phone, email or in person!

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HEALTH RISK ASSESSMENTS: A Tool to Help Manage Health

Did you know that every FHCP member has access to a helpful and informative online health assessment? The online assessment is a great tool for your patients and you! FHCP strongly encourages all our members to complete it so they can get a better understanding of their health, and so that we can be proactive in helping members meet their health goals.



Members can find the assessment in their Member Portal account, under the Welcome to Wellness page of www.fhcp.com. It is easy to access. Just follow these steps:

1. Visit www.fhcp.com and click the "Portal Login", then Member Login"
2. Log into the FHCP Member Portal by using your credentials. If you are new to the FHCP Member Portal, click "Member Registration" to get started.
3. Click on "Welcome to Wellness"
4. Begin the HRA!



For more information, reach out to the Health Promotion and Wellness Department at wellness@fhcp.com.

Important Reminder

For Medical Services that Require Prior Authorization

Florida Health Care Plans (FHCP) wants to ensure your patients receive the care they need, and we are asking for your assistance.

Please review the guidelines below regarding requests for medical services that require authorization to ensure your patients receive necessary care and avoid financial responsibility.

Medical Services Routine Requests

Non-urgent and elective medical services should not be scheduled until approvals are received to avoid financial responsibility for provider offices or patients.

Please submit requests to FHCP's Central Referrals Department, along with documentation supporting requests, as soon as possible as determinations MAY take up to 14 calendar days.

Medical Services Urgent Requests

Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function are considered urgent requests and physician offices should call FHCP Central Referrals Department at 386.238.3230 to discuss urgent cases with a clinician, rather than faxing the requests.

Florida Health Care Plans' Central Referral Department at 386.238.3230 for questions or concerns!

March 30th WE CELEBRATE YOU!

Happy Doctor's Day!

and THANK YOU
for what you do every day...
Caring for our Members
and our Community!



Florida Health Care Plans



We Appreciate You!

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NEWS FROM

Diabetes/Health Education Department



Seeking your input – please complete our [brief survey](#) about our services!

The turn of the new year is a time when many people set new goals aka "New Year's resolutions". Among the [top ten goals](#) that most individuals set include losing weight, increasing/starting a physical activity program, eating healthier, and improving their well-being. The Florida Health Care Plans (FHCP) Diabetes/Health Education team works with your patients ALL year long to set, revise, and achieve their [SMART goals](#) that they have mutually agreed upon with our Registered Nurses, Registered Dietitian Nutritionists, and Certified Diabetes Care and Education Specialists. Collaborating with our patients in setting SMART goals is a strategy we use to ensure we are meeting the [National Standards for Diabetes Self-Management Education and Support](#).



SMART goals are also the foundation for [Diabetes Prevention Programs](#) (prediabetes interventions). Our team will work with patients who are referred for prediabetes to set SMART goals to address the overarching broad targets of:

- 150 minutes of physical activity weekly
- 5-7% body weight loss

SMART goals are also encouraged by the [National Lipids Association](#). The organization provides a [Clinician's Lifestyle Modification Toolbox](#) that offers several patient education handouts as well as tip sheets for providers.

The American Diabetes Association provides a suggestion to help individuals break down health goals throughout the year and focus on one topic per month – [12 Easy Health Goals](#) – that offers a simplified approach to year-long goal setting.

Our SMART goal:

The FHCP Diabetes/Health Education Department team will partner with your patients at each visit to establish patient-centered SMART goals that align with their medical treatment plans to achieve measurable health related outcomes such as weight, laboratory results, medication adherence, self-monitoring adherence, and quality of life in a mutually agreed upon timeframe.

[Update Program Offerings](#)

Contact us with your questions:

386.676.7133

