



**Florida  
Health Care  
Plans®**



An Independent Licensee of the Blue Cross and Blue Shield Association

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# NEWSLETTER FOR PROVIDERS

## Assistance Available for Patients Turning 65!



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

As the doctor and trusted advisory, 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 Florida Health Care Plans (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.

Please contact Lindsey Preston via email at [lpreston@fhcp.com](mailto:lpreston@fhcp.com) to order a supply of brochures.

## A Simpler, Smoother, Faster Ordering Experience



DMEscripts is an e-prescribing platform that:



Uses intelligent logic to help you pre-qualify durable medical equipment orders



Allows for secure, real-time messaging with your DME suppliers



Provides easy order tracking



Integrates with your EHR



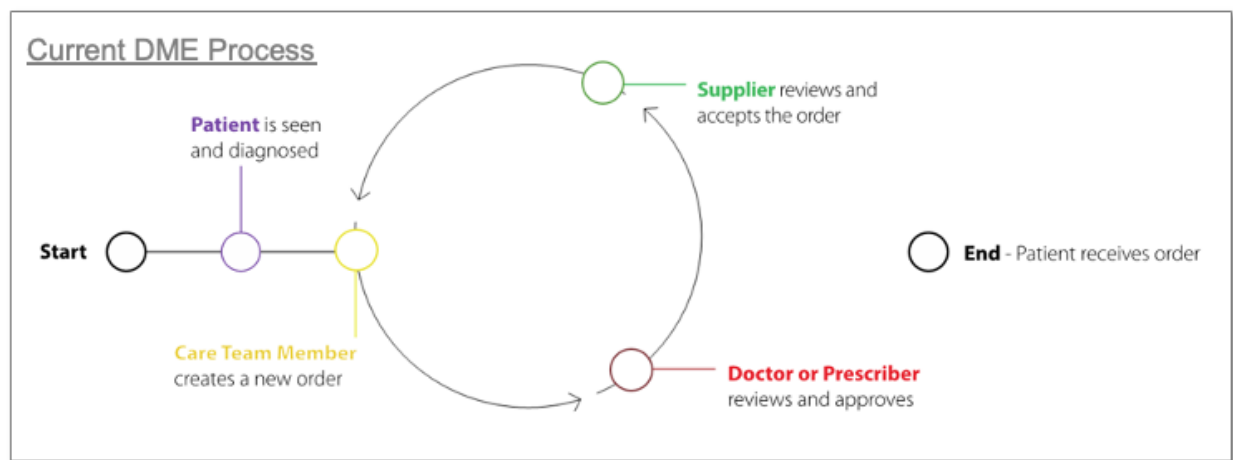
Costs nothing for you to use

**Over 90%\***  
of orders are accepted the first time.

*\*Based on order data from DMEscripts*

Call [1-888-494-4647](tel:1-888-494-4647) or visit [DMEscripts.com](https://www.dmescripts.com)

# DMEscripts: Solving a REAL Problem



- **The REAL problem is REWORK caused by unqualified orders**
- Over 90% of orders through DMEscripts are accepted the first time
- **The difference with DMEscripts is pre-qualification**
- Pre-qualified orders + billable prescriptions = reduced rework & "one and done" for prescriber
- **The results are...**
  - Significantly reduced order rework
  - Faster delivery of orders
  - Higher patient satisfaction
  - Trackable orders with real-time status updates
  - Less time on paperwork, more time with patients
- **All at NO FEE to the hospital or clinic**

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## Important Reminder For Medical Services That Require Prior Authorization



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](tel:3862383230) to discuss urgent cases with a clinician, rather than faxing the requests.

For questions or concerns regarding this announcement please contact Florida Health Care Plans' Central Referral Department [\(386\) 238-3230](tel:3862383230)

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## Streamlined Process for Directory Adequacy Compliance



FHCP is now partnering with Quest Analytics' BetterDoctor to collect quarterly provider directory data attestations. Both CMS and the No Surprises Act require providers to attest to their demographic information at least every 90 days or **risk being suppressed in payers' provider directories**. We found that several other payors are successfully utilizing Quest Analytics' BetterDoctor, our goal is also to provide a streamlined process for our providers. You can now attest via the BetterDoctor portal, you will be receiving information from Quest Analytics to register if you are not already a client.

We appreciate your responsiveness and look forward to working with Quest Analytics to improve our provider data verification process for all parties involved.

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## Overseas Calls



FHCP is experiencing a large influx of calls from overseas agencies checking benefits and claim status for many providers. These calls are overloading our customer service team and negatively impacting our ability to assist you when needed.

We ask that if you use offshore agencies that you please request they utilize Availity instead of calling us directly. Availity provides written verification of

eligibility and benefits and claim status.

Please feel free to contact us at [\(386\) 615-5010](tel:(386)615-5010) or [custserv@fhcp.com](mailto:custserv@fhcp.com) with any questions.

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### FHCP Provider Relations Team

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