



News & Notes

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A P U B L I C A T I O N F O R F L O R I D A H E A L T H C A R E P L A N M E M B E R S

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Do You Know Someone Who Needs Health Care Coverage?

Florida Health Care Plans (FHCP) is proud to be one of six providers statewide to offer Cover Florida for residents in Volusia and Flagler County. Under Cover Florida, FHCP offers quality, affordable Preventative and Catastrophic plans to individuals who meet the eligibility requirements. If you have any questions or would like more information about these plans, please contact the Holly Hill Marketing Office at 386-676-7110 or Toll Free at 1-800-232-0578 or Palm Coast Marketing Office 386-446-9802 or 386-252-1760. Hours of operation are Monday thru Friday 8:00 am to 8:00 pm. Or visit us on the web at www.fhcp.com.



PLEASE PARDON OUR DUST!



Westside View of the Building

Good News! As most of you already know, we are remodeling our Daytona Beach facility on Clyde Morris Boulevard in order to serve you better. We are making both interior and exterior changes. Interior remodeling, which began late last year, includes revamping the Radiology Department and relocating our Ophthalmology Department from Holly Hill to the second floor of this building. Exterior changes include a new design, entranceway and parking lot. Please stay tuned for additional details and an open house announcement in future newsletters.



CONFUSED? DON'T KNOW WHERE TO TURN OR WHAT TO DO? TALK TO A CASE MANAGER



Florida Health Care Plans Complex Care Program is a free, voluntary program offered to eligible members who may need assistance coordinating their complex physical, psychosocial and/or health related, financial needs.

Our Case Managers are experienced in assessing member needs and have developed a strong network of resources. Working together with you and your physician, the Case Manager's primary goal is to provide the education and resources you need to understand and follow your physicians' plans.

A few helpful services we may identify together could include:

- ❖ Pharmacist Review of Medications for possible cost reduction
- ❖ Heart Failure home monitoring of symptoms and weight by a scale.
- ❖ Diabetes Education
- ❖ Disease Management Programs
- ❖ Support groups
- ❖ Home Health
- ❖ Advanced Directives, End of Life and Hospice Care needs/discussions
- ❖ Community programs for financial assistance with health care needs

We encourage you to speak with your PCP to see if you may benefit from Florida Health Care Plans' Complex Care Program. Ask them for a Referral to Complex Case Management if they think we can help you.

If you have any questions, please do not hesitate to call. FHCP Case Management Department at 386-676-7187 or toll free at 1-866-676-7187, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. The hearing impaired may call TTY 1-877-260-8312. 🐉

PROVIDER NEWS

Please join us in welcoming the following Primary Care Providers and Specialists to FHCP:

- **Erika M. Faile, M.D.**
Family Medicine
Florida Health Care Plans
461 S. Nova Road
Ormond Beach, FL 32174
- **Lindzee E. Folgate, PA-C**
Pediatric Neurosurgery
Childhood Neurosurgery
58 W. Michigan Street
Orlando, FL 32806
- **Susan M. Lynch, PA-C**
Pediatric Neurosurgery
Childhood Neurosurgery
58 W. Michigan Street
Orlando, FL 32806
- **Matt Nirschl, D.C.**
Chiropractic
Matt Nirschl, D.C., LLC
53 N Old Kings Road, Ste C
Ormond Beach, FL 32174
- **Bennett Scaglia, M.D.**
Urology
Halifax Urology Center
311 N Clyde Morris Blvd, Ste 360
Daytona Beach, FL 32114
- **Michael J. Walters, M.D.**
General Surgery
South East Volusia Medical Services
501 Live Oak Street
New Smyrna Beach, FL 32168
- **Craig S. Dean, D.O.**
Family Medicine
Family Practice of West Volusia
862 Peachwood Drive
DeLand, FL 32720
- **Carlos Pottinger, M.D.**
OB/GYN
Brooks & Gelman, M.D., P.A.
850 West Plymouth Avenue
DeLand, FL 32720
- **Rodolfo Aldir, M.D.**
Cardiology
Daytona Heart Group
1070 N. Stone Street, Ste B
DeLand, FL 32720
- **Atis Barzdins, M.D.**
Hematology/Oncology
Advanced Hem/Oncology Centers, LLC
765 Image Way
Orange City, FL 32763
- **Neel Patel, M.D.**
Cardiovascular Disease
Central Florida Heart Associates
932 Saxon Blvd, Ste A
Orange City, FL 32763
- **Evan Carratt, M.D.**
Family Medicine
James A. Carratt, M.D., P.A.
1243 S Ridgewood Avenue
Daytona Beach, FL 32114

WOUND & OSTOMY SERVICES AVAILABLE AT FHCP

FHCP offers wound and ostomy services at our Daytona facility.

Wound services include: conservative sharp debridement, draining wounds and fistulae, non-healing wounds, and atypical and complex wounds.

Ostomy services include: management of new and existing ostomies; particularly, assistance with ostomy devices and ostomy-related problems.

Services are provided by Charles Wright, MSN, ARNP-BC, who has national board certification both

as a family nurse practitioner and additionally in the area of wound, ostomy, continence nursing. Collaborating & consultative services are provided by Dr. Harry Black, M.D., General Surgery.

Clinic appointments may be made by calling 386-238-3200 ext. 3535. These services do not require a referral.

The clinic is conveniently located in Suite Two, on the 2nd floor of the Daytona Facility, 350 N. Clyde Morris. ↘



Health Information

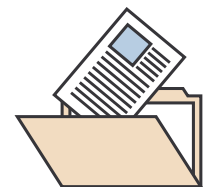
In accordance with the Health Insurance Portability and Accountability Act (HIPAA), our clinical staff is not able to give you information about your loved ones without their written consent. You can obtain a consent form through FHCP Medical Records or Members Services Departments. Consent forms must be signed by the member or authorized representative.

If you call your physician's office and get put on hold, please DO NOT hang up because you will go to the end of the line when you call back.

If you have a problem and are unsure what to do, please call your physician's office for an appointment or instructions before going to the Emergency room or Urgent Care.



FHCP Human Resources Job Line



Florida Health Care Plans is an Equal Opportunity Employer, Affirmative Action Employer and a Drug/Smoke Free Workplace. Applications are accepted online only at www.fhcp.com and click on the link for "Join Our Team."

If you need further assistance you may call 386-676-7153. Thank you. ↘

NOVEMBER

is National Diabetes Month

Diabetes is a chronic disease that results in elevated blood sugar levels. Not many of us can say that diabetes has not touched our lives in one way or another. If it does not directly affect our lives we usually have a relative, colleague, or friend who has it. Twenty four million children and adults in the United States have diabetes. There are 57 million Americans with pre-diabetes who are at risk for developing type 2 diabetes. One of every 3 children born today will face a future with diabetes if current trends continue.

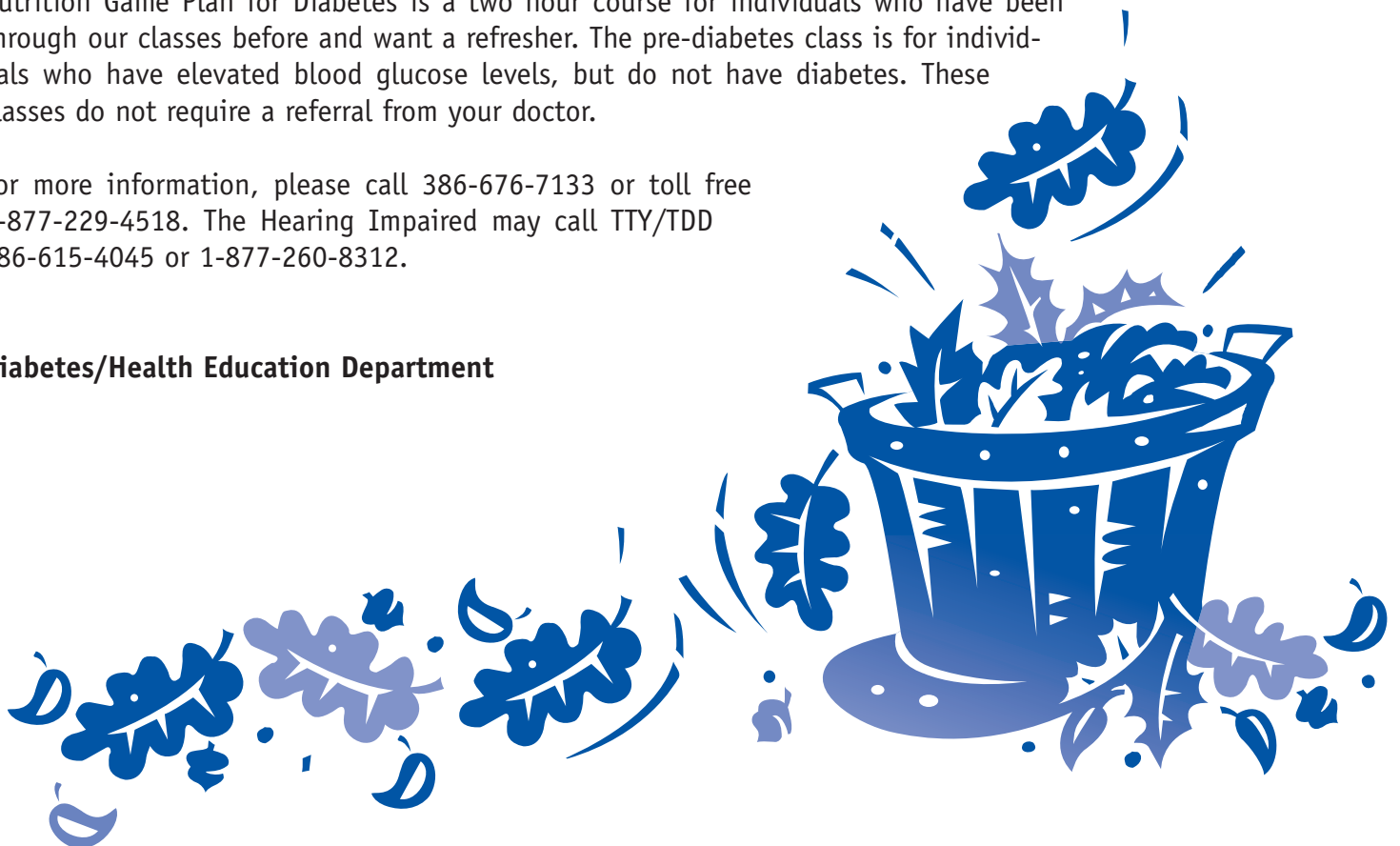
What can we do to stop it or at least control the extent of its path? We can share and educate each other on what the disease can do and what we can do to prevent it from doing damage. During **National Diabetes Month** the American Diabetes Association is doing a campaign that promotes sharing. Let us share our experiences with each other and learn from one another. How do we cope with needles, checking blood sugars, and incorporating exercise into an already busy schedule?

Come to our Member Education Department and learn more about your disease and how to manage it. FHCP Diabetes Self-Management Education is a Recognized Program from the American Diabetes Association (ADA). With our group classes you are in a safe environment to learn from each other and be guided into the practical ways to help manage your diabetes. We also have individual appointments available depending on the need.

Nutrition Game Plan for Diabetes is a two hour course for individuals who have been through our classes before and want a refresher. The pre-diabetes class is for individuals who have elevated blood glucose levels, but do not have diabetes. These classes do not require a referral from your doctor.

For more information, please call 386-676-7133 or toll free 1-877-229-4518. The Hearing Impaired may call TTY/TDD 386-615-4045 or 1-877-260-8312.

Diabetes/Health Education Department



Influenza-like-illness (ILI) or Cold?

How is influenza-like-illness (ILI) different from symptoms with colds?

Because influenza-like-illness symptoms are quite similar to cold symptoms, it's often hard to tell the difference. But there is one clue that can help you know. When you have influenza-like-illness, you feel symptoms sooner than you would cold symptoms, and they come on with much greater intensity. Whether you are talking about seasonal flu or swine flu, it usually starts with the abrupt onset of fever, headache, fatigue, and body aches.

Seasonal flu is not normally associated with gastrointestinal symptoms, like diarrhea and vomiting, at least not in adults. However, these symptoms appear to be more common with swine flu.

What symptoms will I have with influenza-like-illness (ILI)?

With influenza-like-illness, you may feel very weak and fatigued for up to 2 or 3 weeks. You'll have muscle aches and periods of chills and sweats as fever comes and goes. You may also have a stuffy or runny nose, headache, and sore throat.

Comparing influenza-like-illness (ILI) with cold symptoms?

The following chart can help you compare influenza like illness with cold symptoms.

Symptoms	Cold	ILI/Flu
Fever	Rare	Characteristic, high (100-102° F); lasts 3-4 days
Headache	Rare	Prominent
General Aches, Pains	Slight	Usual; often severe
Fatigue, Weakness	Quite mild	Can last up to 2-3 weeks
Extreme Exhaustion	Never	Early and prominent
Stuffy Nose	Common	Sometimes
Sneezing	Usual	Sometimes
Sore Throat	Common	Sometimes
Chest Discomfort, Cough	Mild to moderate; hacking cough	Common; can become severe
Complications	Sinus congestion or earache	Bronchitis, <u>pneumonia</u> ; can be life-threatening
Prevention	Good hygiene	Annual flu shot
Treatment		Antiviral <u>drugs</u> within 24-48 hours of onset

WHAT IS DEPRESSION?

General Facts

Depression is a very common, yet highly treatable, medical illness that can affect anyone. About 1 in every 20 Americans get depressed every year. Depression is not a character flaw, nor is it a sign of personal weakness. Depression is a treatable medical illness. Unfortunately, many persons with depression do not tell their doctor how they are feeling. This is very regrettable since effective treatments are available for depression, and most people with depression can begin to feel better in several weeks when they are adequately treated. Talking with a doctor about how they are feeling is the depressed person's first important step toward getting better.

What is Depression?

Depression isn't just feeling "down in the dumps". It is more than feeling sad following a loss or hassled by hard times. Depression is a medical disorder (just like diabetes and high blood pressure are medical disorders) that affects your thoughts, feelings, physical health and behaviors. People with major depression experience a number of symptoms all day, nearly every day, for at least 2 weeks.

Symptoms include:

- Feeling sad, blue or down in the dumps
- Loss of interest in things you usually enjoy
- Feeling slowed down or restless
- Having trouble sleeping or sleeping too much
- Loss of energy or feeling tired all the time
- Having an increase or decrease in appetite or weight
- Having problems concentrating, thinking, remembering or making decisions
- Feeling worthless or guilty
- Having thoughts of death or suicide

If I'm Depressed, What Can Be Done About It?

The good news is that *depression is treatable*. Your primary care doctor can effectively treat depression by supportive counseling, prescribing an antidepressant medication and/or referring depressed persons to a mental health professional for counseling. Talking with your doctor about how you are feeling is a very important first step. You can further help your doctor treat you most effectively by participating actively in treatment by (a) asking questions and (b) following through with the treatment that both you and your doctor decide is best for you.



OCTOBER IS BREAST CANCER AWARENESS MONTH!

by Dr. Caren Wilkie

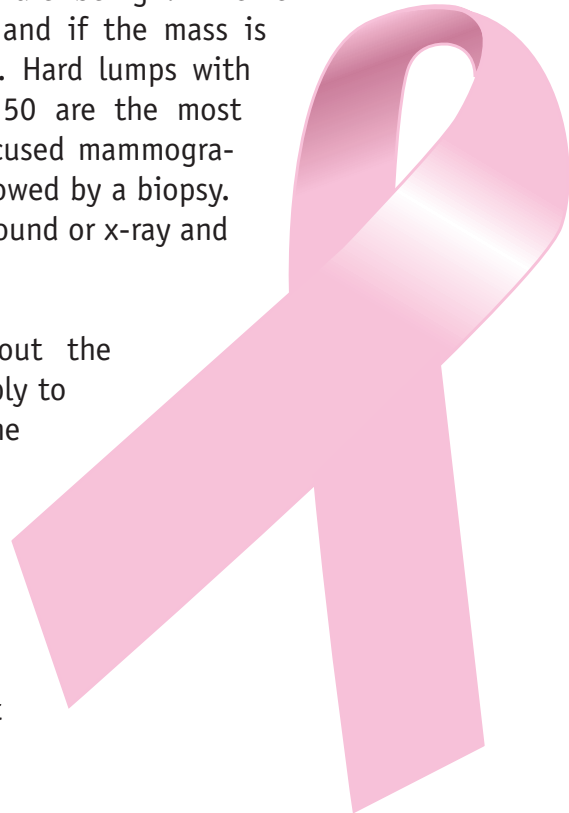
Think pink for breast health this month as you review your health calendar.

- Do you examine your breasts once a month after showering?
- Have you had your annual mammogram?

The American Cancer Society recommends yearly mammograms for all women over the age of 40. If you feel a lump, contact your doctor and have it checked. Even if you had a normal mammogram less than a year ago, a new mass should not be ignored and a biopsy may be necessary. Also, find out about your family history when it comes to breast and ovary cancer. Only 5% of breast cancer is inherited, but if you have had other close family members with breast or ovary cancer, ask your doctor about genetic testing options. An initial consultation with Dr. Caren Wilkie is needed to determine if you are a candidate for the testing.

When it comes to breast lumps, 80% are benign. This is especially true in women under age 35 and if the mass is smooth and fluid filled or oval in shape. Hard lumps with overlying skin changes in women over 50 are the most worrisome. If you have a lump, then focused mammography and ultrasound are the next step, followed by a biopsy. 90% of biopsies are now done using ultrasound or x-ray and surgery is much more uncommon.

You're probably tired of hearing about the benefits of diet and exercise, but they apply to breast health, too. Low fat diets reduce the risk of breast cancer recurrence in patients who have had breast cancer. Maintaining a healthy weight also lowers recurrence risk, and exercise strengthens bone density. Bone density issues are common with some breast cancer drugs, and exercise helps to limit these side effects.





**Florida
Health Care
Plans**



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What You Can Do to Stay Healthy

- **Stay informed**
- Influenza is thought to **spread mainly person-to-person** through coughing or sneezing of infected persons.
- **Take everyday actions to stay healthy.**
 - Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
 - Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hand cleaners are also effective.
 - Avoid touching your eyes, nose or mouth. Germs spread that way.
 - Stay home if you get sick. CDC recommends that you stay home from work or school and limit contact with others to keep from infecting them.
- **Follow public health advice** regarding school closures, avoiding crowds and other social distancing measures.
- Find healthy ways to **deal with stress and anxiety.** 🐦