

# What's Up Doc?



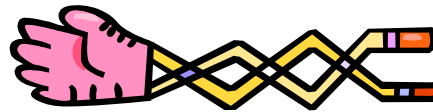
## Items of Interest

- Out of Network Access
- Electronic Health Records Update
- Medication Therapy Management Program
- FHCP After Hours Clinic Schedule
- Disease Management Updates
- Eat Right! Move Right! Program coming to Flagler county
- Clinical Research
- Quality Management Updates
- Patient Safety

*Provider Surveys Coming Soon!*



## Welcome to all New Providers!



- Marjorie A. Thurlow, M.D., Radiology-Twin Lakes Imaging, DB  
 Theresa Huyen, M.D., Internal Medicine-Total Care Adult Medicine, NSB  
 James Sutherland, D.O., General/Vascular Surgery-Bert Fish, NSB  
 Franklin Clontz, M.D., General Surgery-Largen & Clontz Surgical Ass.-Sanford  
 Samuel Ogle, M.D., General Surgery-Largen & Clontz Surgical Ass.-Sanford  
 Sachin K. Gupta, M.D., Family Medicine-Halifax Family Practice Center, DB  
 Joseph T Lucas, MD., Dermatology-Leavitt Medical Ass. of Florida, PO  
 Erin C. Maxwell, PA-C, Plastic Surgery, Scott Loessin, M.D.-DB  
 Jeffrey True, M.D., FHCP Hospitalist, Bert Fish Medical Center. NSB



*We would like to salute all of the wonderful Doctors that are associated with Florida Health Care Plans and Thank You for being a caring part of our community.*

*Happy Doctors Day!*





If you have any information or articles that you would like to see in the Provider Newsletter please send them to:

Florida Health  
Care Plans

Elaine Bruner  
Provider Services  
1340 Ridgewood Ave.  
Holly Hill, FL 32117  
[ebruner@fhcp.com](mailto:ebruner@fhcp.com)

Call-386/676-7156 or  
Fax-386/676-7148

FHCP will be  
closed on  
Monday,  
May 26, 2008,  
to salute the  
Memorial Day  
Holiday



## Out of Network Access

FHCP provides services to our members through Providers participating in FHCP's provider network. However, we want all providers to understand that there are circumstances where members can access care from non-participating providers and have it covered under their FHCP benefit plan. Usually this happens when members need emergency care, when they are out of town and need urgent care, have a specialized medical issue that can't be treated by participating HMO network providers or request a second opinion.

- Emergency:** FHCP pays for emergency services rendered to enrolled members. Such services, rendered both within and outside FHCP's service area (Volusia and Flagler Counties), are covered regardless of the FHCP network participation status of the Provider. Prior authorization by FHCP or the member's primary care physician (PCP) for the provision of emergency services is not required. All hospitals in Volusia and Flagler Counties participate and are available to members for emergency care. In addition, Central Florida Regional in Sanford, Florida and Putnam Community Hospital in Palatka participate in FHCP's hospital network.
- Urgent Care:** FHCP has several network providers in our service area of Volusia and Flagler Counties to provide urgent and after hours care to our members. However, when members are outside our service area, FHCP will pay for urgently needed services by providers who do not participate in our network. A list of these providers is available on FHCP's Website, FHCP's Provider Directory, FHCP's Referral Instructions, and FHCP's Provider Handbook.
- Out of Network Referrals:** Whenever possible, FHCP provides all covered services within the FHCP provider network. However, for those cases which require very specialized or other forms of treatment which can not be provided within FHCP's provider network, FHCP will make arrangements for such care with appropriate specialists or facilities. FHCP's Referral Department is responsible for making these arrangements for outpatient care. Inpatient out of Network care can be arranged through FHCP's Case Management Department.
- Second Opinions:** Members have the right to request a second opinion from providers inside and outside FHCP's Provider Network. If the member requests that a second opinion be rendered by a non-participating provider, FHCP will cover the opinion, under certain restrictions as specified in the members particular benefit plan. The amount of FHCP's coverage varies by benefit plan.
- Point of Service Program:** FHCP offers several Commercial and Medicare HMO benefit plans which have an added "Point of Service" (POS) benefit. Members who purchase this added benefit have the ability to make a choice, at the point of accessing services, regarding whether they want to use a provider that participates in FHCP's HMO network, or use a provider that is non-participating. FHCP will cover services for these members by certain non-participating providers, but the members will usually have to pay more in out-of-pocket costs when using non-participating providers for their care. It is important that everyone understand that if a member with the POS benefit meets the circumstances described above for emergency, urgent or out of network services, that FHCP will cover those services for them as an in-network benefit, just like all other FHCP HMO members.

If you have questions concerning the above, please feel free to contact FHCP's Provider Services Department in Holly Hill at 386-615-4001.

**Members with questions should be instructed to call FHCP's Member Services Department at 386-615-4022**

# EHR News

## NATIONAL NURSES WEEK 2008:

The theme for 2008  
National Nurses  
Week is

**Nurses: Making  
a Difference  
Every Day!**



National Nurses  
week is celebrated  
annually from May  
6, also known as  
National Nurses Day  
through May 12, the  
birthday of Florence  
Nightingale, the  
founder of modern  
nursing. Please join  
us in this celebration!



The Touchworks Electronic Health Record is a complex undertaking of software, infrastructure, training and hardware solutions wrapped tightly in significant process, role and workflow changes. As we continue the preparation for this implementation at FHCP, it has become clear that FHCP will be in a better position if we eliminate as much variability as possible in the initial rollout and control the environment as much as possible to maximize success.

Towards this end, the initial rollout site of the TWEHR will be the Deland Preferred Medical Center.

This change will allow maximized, one-on-one support to the initial physician user and each of his staff. Preparation of charts, scanning and history build can be accomplished easier, in a tighter timeline with the smaller office. Technical, functional, quality and financial validations can be implemented during day one of the rollout as the pace of the office will permit this process to occur.

Please feel free to call Mikelle Streicher, PhD, RN, Director of Clinical Solutions at 615-4010 with any questions. And as always, thank you for your support with this endeavor.

**Mikelle Streicher , PhD, RN, Director of Clinical Solutions  
Information Technology Solutions Center**

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## **Medication Therapy Management Program (MTMP)**

The FHCP Medication Therapy Management Program is a collaborative care effort designed to optimize medication therapy in patients with multiple chronic diseases who are managed with multiple medications. MTMP services are conducted by clinical pharmacists. The MTMP program is focused on the following areas:

- 1) Cost effectiveness of medication therapy
- 2) Review of OTC, herbal and prescription therapies
- 3) Reduce Risk of Drug related adverse events as it pertains to individual characteristics (i.e. drug interactions, age, comorbidities, renal/hepatic function)
- 4) Attainment of current Standards of Care via medication utilization.
- 5) Patient education as related to medication therapy.

After a clinical pharmacist reviews an MTMP participant's medication profile, related lab work, notes, and interviews the patient; the pharmacist will generate an actionable review sheet for the patients treating physician(s). A portion of this sheet will allow prescriber to execute any recommendations made that the physician believes would benefit their patient by initialing beside the item and extending refills. The review sheet should be signed and faxed back to the clinical pharmacy department.

Physicians may request an MTM review by contacting the FHCP clinical pharmacy Department in FHCP's Holly Hill Pharmacy. Please contact Kristen Foli, PhamD, Clinical Pharmacist at 386-676-7132 for further information.



**Do you have  
E-mail?  
Would you like  
to save paper?**

Just send us your e-mail address and you can! Our newsletter, as you have probably noticed is being changed over to an electronic format. This is to better serve you. If you have an e-mail address and would like to receive your next newsletter by electronic mail, please send a copy of your e-mail address to:

**Elaine Bruner**  
[ebruner@fhcp.com](mailto:ebruner@fhcp.com)

**FYI**   
**Interpreter  
Services**

FHCP makes interpreter services available, as needed, for all members during their enrollment. These services include interpreter services for the Deaf and Hard of hearing as well as Non-English Language interpretation. If your office is in need of these services for an FHCP member, please contact Carol Cooper, LPN, in Provider Relations at 386/615-4001.

## **AFTER HOURS PRIMARY CARE SERVICES**

The co-pay for services rendered through the after hours clinics is the same as Primary Care office visits. All members may access care in these locations regardless of PCP assignment.

### **PORT ORANGE**

Ages 2 years & up  
740 Dunlawton Ave.  
Port Orange, FL 32127  
(386) 763-1000  
Mon. thru Thurs. 5pm to 7:30pm

### **HOLLY HILL PEDS**

Newborn to 19 years  
1340 Ridgewood Ave.  
Holly Hill, FL 32117  
(386) 676-7180  
Mon. & Thurs. 5pm to 7:00pm

### **ORANGE CITY PEDS**

Newborn to 19 years  
2777 Enterprise Road  
Orange City, FL 32763  
(386) 774-2550  
Mon. thru Fri.—5pm to 7pm

### **ORANGE CITY**

Ages 2 years and up  
2777 Enterprise Road  
Orange City, FL 32763  
(386) 774-2550  
Mon. & Wed.—5pm to 7pm

## **Disease Management Update**

Debbie Bates RN, CCM-Dir., Health/Disease Management

**Controlling High Blood Pressure Program** – a *free* educational newsletter for FHCP members – will be mailed soon to those diagnosed with hypertension. For other interested members (or family members), an enrollment form will be available in your office for them to join the mailing. Last year, this program demonstrated improvement in BP for those who participated.

**Eat Right... Move Right!!!** – the well received 4 week FHCP child weight loss program recently held in Daytona Beach, will be offered in Flagler County April 24, May 1, 8 & 15. Location & times will be on the flyer in your office soon.

**Pneumococcal Immunization** – many interventions are planned to improve member compliance. One of which is an outbound recorded message to our members who are potentially in need of a pneumovax shot. For those who may have received one in the past & would like to give us that information, a phone line will be available for them to speak with someone or an email address to leave a note.

**LDL- D for triglycerides > 400** – your office has recently received new LabCorp lab requisitions. This is an effort to minimize the TRIGHI result you receive when the LDL cannot be calculated. The new Lipid Panel test ID is 321312. Please be sure to select that test ID. Since the lipid panel is part of the Diabetes panel, a change was made there also. The new Diabetes Panel test ID is 361383.

**HEDIS chart reviews** – just a reminder...chart reviews or faxes requesting chart information will be in your offices in March, April & May for our annual HEDIS reviews.

## Go Green!



**Save Energy,  
Save Money  
Recycle,  
Reduce, and  
Reuse  
Green tips for  
work and at  
home:**

### **ONE NAPKIN CAN SAVE BILLIONS OF PAPER WASTE**

Elizabeth Rogers is a working mother who is passionate about our environment. She transformed that passion into The Green Book, a collection of 500 "little things that make a big difference" in changing the environment, Elizabeth says.

One of the simple things that you can do is to reduce your use of paper napkins...by just one a day! "Napkins make a huge difference," Elizabeth says. "We use 2,200 of them a year, per person on average. Six a day. So if we all gave up one napkin a day, we could save a billion pounds of paper waste ... from going to landfills a year."

## **Quality Management Update**

**Quantros Forums** - The Quality Management Department is pleased to announce we will be conducting Monthly User Forum Meetings. These meetings are designed to address Quantros Software Training sessions as well as Question & Answer opportunities for all Quantros Related issues. We hope the availability of these monthly forums will meet your initial & ongoing needs to succeed as Event Reporters for Quantros by fostering familiarity with the electronic process. We appreciate your interest and commitment to our working together in the delivery of safe patient care. If you are interested in attending any of these sessions send an e-mail to [soravecz@fhcp.com](mailto:soravecz@fhcp.com).

**URAC Accreditation** on site survey will occur prior to January 2009. Our ongoing efforts to be continually ready will intensify starting in December 2007. Divisions and departments will develop applicable accreditation teams and begin meeting to educate staff and review standards affecting each area. These teams will determine what evidence should be submitted for survey review to demonstrate our understanding and compliance with URAC's standards. Examples of evidence for compliance could be policy/procedure, reports, meeting minutes, satisfaction surveys, handbooks, etc. We encourage everyone to embrace these steps in improving our standards. If you need clarification on any standard send an e-mail with your question to [twatson@fhcp.com](mailto:twatson@fhcp.com).

**Member Service Department:** We would like to share how much we appreciate everyone's effort to cooperate when a Member Service Department Representative contacts you or a member of the staff to assist in a member's concern. Please be aware we also have member's share when they have had a positive experience in our plan. Thank you! We know this is due to the dedication of our providers and staff to deliver efficient, safe and compassionate care consistently! We will continue to give you feedback from our members as this is considered a gift! This is true of compliments and complaints.

**Committees:** We would encourage your continued participation on committees in 2008. If you are interested in being on a committee please contact the Quality Management Department at (386) 676-7150 or send an e-mail to [twatson@fhcp.com](mailto:twatson@fhcp.com)?

*Aristotle said: "Quality is not an act, it is a habit."*

### **Atlantic Institute of Clinical Research**

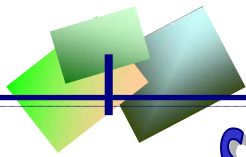
is currently enrolling the following clinical trials:

- ◆NEWLY DIAGNOSED ATRIAL FIBRILLATION  
(FHCP Members Only)
- ◆HORMONE REPLACEMENT  
◆HOT FLASH
- ◆OSTEO & RHEUMATOID ARTHRITIS
- ◆OSTEOARTHRITIS IN PATIENTS WITH MODERATE GI RISKS  
WILLING TO USE ANTI-INFLAMMATORY MEDS.

#### **Coming Soon:**

Overactive Bladder in Women  
Post Herpetic Neuralgia (pain after shingles)

**You don't have to be a FHCP member to participate in most of these studies. For more information please call 238-3234.**



## Patient Safety is Everyone's Responsibility!



### What is Patient Safety?

An "event" is defined as any type of error, mistake, incident, accident, or deviation, regardless of whether or not it results in patient harm.

"Patient safety" is defined as the prevention and avoidance of patient injuries or adverse events resulting from the processes of health care delivery.

## Back to Basics: What is Patient Safety?

Patient Safety is defined as the prevention and avoidance of patient injuries and/or adverse events resulting from the processes of health care delivery.

A Patient Safety event is defined as any type of error, mistake, incident, accident or deviation from standard policy, procedure or protocol. An event should be reported regardless of whether or not it results in actual patient harm. The Quantros system prompts you to qualify an event as either "Actual" or "Near Miss". Both categories are valuable for the organization in learning from mistakes, even when we catch them before they occur!

An occurrence is any happening that is not consistent with the desired operation of the facility or care of a patient, visitor or employee. Occurrences include the potential for injury or property damage; a breach of confidentiality; or demonstrated harassing, threatening or abusive behavior.

### The Process of an Occurrence Report:

- Establish that a safety or quality issue has occurred or could have occurred
- Submit a Quantros Occurrence Report
- Ask yourself the following questions:

Why did this happen? What was the cause of the event?

Who was affected by the event?

What is the nature of the event?

(Lab? MD Access? HIPAA? Injury? Readmission? Behavior? Theft? Etc.)

What is the impact of the event? (Severity? Outcome to the Patient?)

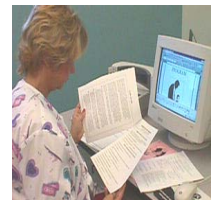
Could the event have been prevented? (Avoidable? Unavoidable?)

Were the appropriate persons notified of the event?

(MD? Risk Management? Family? Security? Etc.)

How did you resolve the event occurrence?

(Patient redrawn if missed lab; Pt. to ER per MD Order; Pt. rescheduled; Etc.)



Patient Safety is everyone's responsibility. It is the affirmative duty of every employee to notify their immediate Supervisor of any occurrence in a timely manner; minimally by the end of their shift of the same working day.

The Quality Management Department would like you to submit any individual concerns you may have encountered as well as any ideas you may wish to share that would further the very important cause of Patient Safety.

You are the basics! You are the fundamental, essential person between a patient and a safe patient experience within our FHCP continuum of care.

We thank you for your ongoing commitment to the safe delivery of care!

**REMINDER:** FHCP Employees that have not accessed Quantros for thirty days need to notify the Help Desk ext. 4090 for assistance to be reset.

New FHCP employees please send an email to the Help Desk to be added to the Quantros user list.