



FHCP will be closed on

Monday, Sept. 5th

For the Labor Day Holiday



FYI!

The New Enhanced Provider Directory is now located on our Website.

Check us out at

fhcp.com

Welcome to all New Providers!

Kurt Bowman, M.D., Pulmonary Practice Associates, Pulmonology-Orange City
 Samir Habashi, M.D., Advanced Gastroenterology Centers, GI-Port Orange
 Seema Harichand-Herd, M.D., Memorial Medical Oncology Ormond-Daytona Beach
 Mohamad Masri, M.D., Mid-Florida Hematology/Oncology Centers-Orange City
 Samuel Miller, M.D., Florida Hospital Flagler Family Medical, Family Medicine, Palm Coast-EPN
 Michael Fulton, MD, Medical Exercise Associates, Orthopaedics-Daytona Beach-HECN
 Iacobelli, Joan MD, N. Orlando Surgical Group, General & Vascular Surgery-Orange City
 Geeta Lalwani, MD, FL Retina Ins., Ophthalmology/Retina services only-Lake Mary
 Joseph Lucas, MD, Leavitt Medical Group, Dermatology-Port Orange
 Diana Delgado, M.D., Volusia Pediatrics, LLC, Pediatrics-New Smyrna Beach
 Christopher S Kent, M.D., Mark Murphy, M.D., Robert Martin, M.D., Neurological Surgery-Daytona Beach
 Issam R. Nasr, M.D., Advanced Gastroenterology Center, GI-Port Orange
 Sona Ramdath Jr., DPM, Atlantic Podiatry Associates, Podiatrist-Daytona Beach
 Michael J. Rodriguez, D.C. and Gregory A. Walsh, D.C., Ormond Medical Center, Chiropractor-Ormond Beach
 Silvia Triplett, ARNP, BC, FHCP, Advanced Registered Nurse Practitioner-Orange City
 Port Orange Urgent Care – 1690 Dunlawton, Port Orange (across from Denny's)

We are pleased to announce that FHCP has recently enhanced our "Find a Provider" tool on the FHCP Website.

Users can search for physicians, facilities, or ancillary providers that participate in a FHCP network based upon the FHCP benefit plan selected by the user.

Searches can now be conducted based on any or all of the following criteria:

- ✓ Physician first or last name
- ✓ Physician gender
- ✓ Provider or facility address by zip code, county, or search within specific miles of a zip code
- ✓ Board Certification Status of participating physicians
- ✓ Languages in addition to English spoken by the provider or provider's staff
- ✓ Physician's willingness to accept new patients
- ✓ Hospital affiliation(s) for each physician
- ✓ Medical group affiliation(s) / practice name for each physician
- ✓ Provider Specialty or type of service(s) offered

Users can obtain detailed provider information, maps or directions to provider offices, and other useful information by using our online tool. To try out our enhanced search feature, please visit FHCP's website at www.fhcp.com and click on the "Find a Provider" tab.

FHCP is proud to share with providers' quality information, progress, and performance improvement activities and clinical practice guidelines implemented at Florida Health Care Plans. This information may be found on our website:

<http://www.fhcp.com/providers/announcements/announcements.htm>

A paper copy of the quality measure results, member satisfaction results, Work Plan, and Clinical Guidelines are available upon request. To do so, simply contact the FHCP Quality Management Department.

Florida Health Care
Plans
1340 Ridgewood Ave.
Holly Hill, FL 32117
(386) 676-7100
Fax: (386) 481-5088

QualityManagement
@FHCP.com

Medicare Health Support Programs: 2011

The FHCP Medicare Health Support Program(s) is a collaborative effort to identify those enrollees with multiple or significantly chronic conditions that would benefit from better management and coordination of their care. These program(s) are designed to reinforce your treatment plan for the patient. In addition, our staff will assist your patients to better understand and manage their condition(s), while providing you with updates on the results of tests or other information that we collect on your patients. The 2011 MHS program(s) are currently focused on those enrollee's that have been identified with one or both of the following conditions: COPD and/or Diabetes.

The MHS program(s) will provide the following services:

- Periodic newsletters to keep the patients informed of the latest information on their chronic disease(s) and disease management.
- Educational and informational materials that can assist your patients in understanding and managing the medications you prescribe, and can be effective in planning for visits to see you (including reminders as to when those visits will occur).
- Information about upcoming events such as health fairs.
- Depending on condition and need, your patient may also receive support from a FHCP's Diabetes Educator or Case Management nurse.

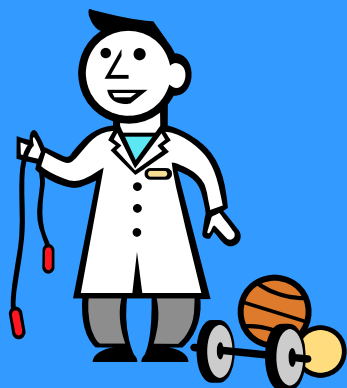
Membership in either Medicare Health Support Program is voluntary. Neither you nor the qualifying member takes any action. Qualifying members are automatically enrolled when identified, based on diagnosis and claims data. We will notify you of their participation.

If you or your staff has any questions concerning this, please call the FHCP Case Management Department at 676-7100, ext. 7187

FHCP Member Portal another tool for Members

The FHCP Member Portal is where all members can securely view documentation related to their insurance coverage online 24 hours/day, 7 days/week, 365 days/year from any computer where a browser can be accessed! Members can also access the Health Portal and register for "Welcome To Wellness" FHCP's innovative new Health Management tool with access to a state of the art Health Risk Assessment and thousands of health related articles, in English and Spanish, and personalized interactive programs to help keep our members healthy.

FHCP members can sign up for this new service or find more information by visiting <http://memberportal.fhcp.com>



Announcing New Sports Medicine Clinics In Port Orange, Edgewater and Palm Coast

Dr. Carlos Liotta will now be providing outpatient Sports Medicine Services in several of our FHCP Facilities.

No referral necessary.

Centralized Scheduling for Sports Medicine will be the FHCP Orthopedic Department in Daytona Beach

For appointments call (386)-238-3290.

Thursday Mornings - 9:00 to 11:30 am

**Port Orange FHCP
740 Dunlawton Avenue
Port Orange, FL 32127**

Thursday Afternoons - 1:00 to 5:00 pm

**Edgewater FHCP
239 Ridgewood Avenue
Edgewater, FL 32132**

Friday - 9:00 am to 5:00 pm

**Palm Coast FHCP
309 Palm Coast Parkway
Palm Coast, FL 32137**



Please notify

ebruner@fhcp.com
of your new
email address,
to insure your
uninterrupted
service of the
Provider
Newsletter.

The Last ICD-9 Code Update!!

Due to the change to ICD-10 in just 2 years (760 +/- days) there will be no updates to ICD-9 codes next year as there will be a code freeze to allow for the transition to ICD-10. Remember October 1, 2011 will be the last time for updates to ICD-9.

Also, please be reminded that all FHCP will require all providers to submit diagnosis codes on all claims for dates of service beginning 1/1/12. Be on the lookout in the October newsletter for more information.

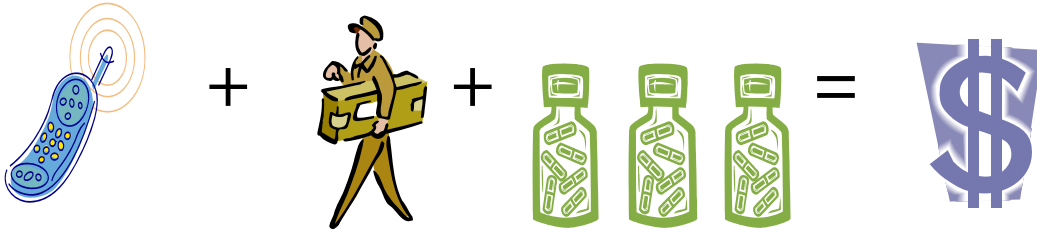
Do your patients want to save Money, Time, and Gas?

Suggest they try the Mail Order Pharmacy: More medicine, Less money!

In these hard economic times people are trying to find ways to save money. As a doctor you can help by explaining some of the benefits of the FHCP mail order pharmacy. Here are just a few reasons patients should choose Mail Order:

1. Member convenience-medications are delivered right to their home
2. Save Members money on prescription costs, gas costs & their valuable time
3. Help Members take their long term meds routinely & regularly by having a 90 day supply easily available
4. Physicians can e-prescribe to the FHCP mail order pharmacy and receive all usual drug utilization review (DUR) alerts
5. Registered Pharmacists are available to assist physicians & Members with any questions they might have

Remind your patients to use the mail order pharmacy. It's easy, convenient and cost effective!



Great News! Meds for \$3.00 3 Month Supply for \$6.00

Florida Health Care Plans (FHCP) is excited to announce that we lowered the co-payment for Tier 1 drugs from \$4.00 to \$3.00, for a 31 day supply, and we have expanded the list of Tier 1 drugs. (List on fhcp.com website)* Members enrolled in eligible FHCP Plans who use our Mail Order Pharmacy will pay only \$6.00 for a 3 month supply!*

Members should bring all their prescriptions to FHCP and benefit from cost efficient and high quality medications. When purchasing their medications from a FHCP pharmacy, members ensure the safety of their health by maintaining their complete medication record within FHCP's Electronic Health Record System. This means we have a record of member reported allergies & medication history. Our Pharmacist is able to check for medication interactions if they know all member medications. Members will receive efficient, personalized and cost effective service. FHCP pharmacies look forward to serving your patients medication needs. Transferring prescriptions to FHCP is easy. Simply supply us with the prescription number and location in which the prescription was obtained. Members may transfer their prescription by calling any FHCP pharmacy or the Mail Order facility at 800-232-0216. If your patients have any questions, please contact our Member Services Department at 386.615.4022 or 877.615.4022, Hearing Impaired Only: TRS Relay 711, or at www.fhcp.com

**This benefit applies to members who have a \$4.00 tier 1 drug benefit. Please see next page for plans eligible for this benefit.*

Continued-Eligible plans for new co-payment.

LARGE GROUP

HMO

11 24 30 33 LD1 H01 H02 H03 H04 H05 H06 H07 H08 H09 H11 H13 H14 H15 H16 H17 H18 H19 H20 H21
H22 H23 H24 H25 H26 H27 H28 H29 H30 H31 H32 H33 H34

HMO

H35 H37 L20 L23 L26 L42 L43 L44 L45 L46 L47 L48 L49 L50 L51 L52 L53 L54 L55 L56 L57 L58 L59 L60
L61 L63 L64 L65 L66 L67 L68 L69 L70

POS

025 026 029 31 32 34 35 F01 F02 F03 F04 F05 F06 F07 F08 F09 F10 F11 F12 F13 L21 L22 L24 L25 L27
L28 L29 L30 L31 L32 L33 L34 L35 L36 L37 L38 L39

POS

L40 L41 L71 L72 L73 P01 P02 P03 P04 P05 P06 P07 P08 P09

TRIPLE

301 321 322 323 324 325 326 327 328 329 331 332 LD3 L01 L02 L03 L05 L06 L07 L08 L09 L10 L11

HDHP

B01 B02 B03 B04 B05 B06 B07 B08 B09 B10 B15 B16 B17 B18 LD2 L80 L81 L82 L83 L84 L85 L86 L87
L88 L89 L90 L91 L92 L93

SMALL GROUP

HMO

611 612 613 614 623 625 633 640 650 651 652 653 654 655 656 660 S10 S11 S12 S13 S14 S15 S16 S17
S18 S19 S20 S21 S22

POS

615 641 642 643 644 661 662 663 670 671 672 673 S30 S31 S32 S33 S34 S35 S36 S37 S38 S39 S40 S41

TRIPLE

683 684 685 S01 S02 S03

HDHP

674 675 676 677 694 695 696 697 B61 B62 B63 B67 S50 S51 S52 S53 S54 S55 S56 S57 S64 S65 S66
S67

CONVERSION

245 C02

INDIVIDUAL

E10 E11 E12 E13 E20 E21 E22 E23 E30 E31 E32 E33

Are You Working on HIPAA 5010 Implementation?

Here are some HIPAA 5010 FAQ's from the AMA & FHCP

What is "5010"?

5010 is the next version of the HIPAA electronic transaction standards. "5010" is the abbreviated way to refer to Version 005010 of the Accredited Standards Committee (ASC) X12 Technical Reports Type 3 (TR3s). The TR3s are the implementation guides for the ASC X12 administrative transactions, some of which are named in HIPAA and are required to be used when conducting the transaction electronically.

Do I have to upgrade to 5010?

Yes. All providers are HIPAA "covered entities", which means that you must comply with the HIPAA requirements when conducting the named transactions electronically. If you currently send and receive HIPAA transactions and plan to continue doing so, then you will be required to upgrade to 5010.

Continued on next page

Who else has to upgrade to 5010?

Health care clearinghouses like Availity and payers like FHCP are also HIPAA covered entities, so they will need to upgrade to 5010 as well.

Why is the current version of the transactions being replaced?

Just like other software applications you use, the versions become outdated and need to be updated. Version 004010 ("4010") of the transactions was completed in 2000. Later changes, known as Version 004010A1 ("4010A1"), were completed in 2002. Since then, many technical issues were found in the transactions and new business needs were identified that could not be accommodated. ASC X12 developed version 5010 to correct these issues.

When do I have to upgrade to 5010?

The compliance deadline for using only the 5010 transactions is January 1, 2012. The necessary software and system changes need to be in place by the compliance date in order for you to continue sending and receiving HIPAA electronic transactions.

What if I'm not ready by the compliance deadline?

Any 4010/4010A1 transactions sent on or after January 1, 2012 to Availity and FHCP will be rejected as non-compliant and will not be processed. You will have disruptions in your transactions being processed and receipt of your payments.

Deadlines for other HIPAA requirements have been delayed. Will the compliance date for 5010 be delayed?

Do not expect there to be a delay in the compliance deadline. The Centers for Medicare & Medicaid Services (CMS) is responsible for oversight of compliance with the HIPAA administrative transactions requirements. CMS has made it clear that there will be no extension of the deadline for 5010. Work within Medicare to upgrade to the 5010 transactions is on target and they expect to be ready on time.

What do I need to do now to prepare for the upgrade to 5010?

There are several steps you need to take to prepare for the conversion to 5010.

- Begin by talking to your practice management or software vendor. Determine when they will have your software updates available and when they will be installed in your system. Your conversion to 5010 will be heavily dependent on when your vendor has the upgrades completed and when they can be installed in your system.
- Talk to your clearinghouses, billing service, and FHCP. FHCP will have our upgrade completed. Call to schedule when you can begin testing with us. FHCP has our 5010 Companion Guides on our Website at www.fhcp.com.
- Identify any workflow changes that you need to make in your practice to accommodate the changes in 5010. You may need to collect new data or report data differently than you do in the current version.
- Identify staff training needs and complete the necessary training.
- Conduct internal testing to make sure you can generate in 5010 the transactions you send.
- Conduct external testing with your clearinghouses and FHCP to make sure you can send and receive the 5010 transactions.

How does upgrading to 5010 relate to ICD-10?

ICD-10 is the upgraded version of ICD-9. The ICD-10 codes have a different format and length than the ICD-9 codes. The new format of the ICD-10 codes cannot be reported in the current version of the HIPAA transactions. So, the upgrade to 5010 needs to be completed before the ICD-10 codes can be reported in the HIPAA transactions. Additionally, ICD-10 codes cannot be used in HIPAA transactions prior to the October 1, 2013 compliance date.

It's that time of the year again!



Tis the season for colds, strep throats, bronchitis, and the flu. With that said, it's time to think about the quality measures related to some of these illnesses and how we can work together to improve our rates.

The care provided this season will be reflected in next year's results. This gives us the opportunity to make improvements now with your help. Here is a brief review of these measures and our results for 2011.

Measure	HEDIS® 2010 Percentiles	HEDIS® 2011 Rates
Appropriate Testing for Children with Pharyngitis (CWP) – The percentage of children 2-18 years of age, who were diagnosed with pharyngitis, dispensed an antibiotic and received a strep test for the episode.	10 th	57.93
Appropriate Treatment for Children with Upper Respiratory Infection (URI) – The percentage of children 3 months – 18 years of age who were given a diagnosis of URI and were not dispensed an antibiotic prescription.	25 th	82.41
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB) – The percentage of adults 18-64 years of age with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription.	75 th	26.25

Here are some helpful tips and reminders as they relate to these quality measures:

- For CWP, complete a **strep test** and include the **CPT code 87880** with your claim
- With URI, please remember to use an accurate alternative diagnosis (ex. acute sinusitis, otitis media, etc) **when an antibiotic is needed** and include all codes for the visit.
- With AAB, please remember to use an accurate alternative diagnosis such as COPD with acute exacerbation, etc **when an antibiotic is needed.**

Our goal is to improve care to our members along with improving percentile and rates for all three measures in 2012. Please share this information with your staff and feel free to contact us anytime you need more information or assistance with these quality measures. More detailed information, helpful resources, and educational handouts for your patients are available on our website:

http://www.fhcp.com/providers/policies/respiratory_conditions.htm
http://www.fhcp.com/providers/announcements/get_smart_CDC.htm
http://www.fhcp.com/health/diseases/Cold_Season.htm

Hard copies are also available. If you would like a copy of the Respiratory Conditions Resource Tool sent to your office, please contact Quality Management at 676-7100 ext. 7169 or qualitymanagement@fhcp.com.

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