

**DATE:** February 1, 2010

**TO:** All FHCP Providers

**cc:** Theresa Watson, R.N., Administrator of Quality Management/  
Performance Improvement

**FROM:** Pat Isner, Program Management Specialist

**SUBJECT:** **FHCP PROVIDER HANDBOOK UPDATES**

The following are recent additions and deletions to the FHCP Provider Handbook. The Handbook is available on PAI (Provider Access Inquiry) and at [www.fhcp.com](http://www.fhcp.com). A printed copy of information posted to the FHCP Web site is available upon request:

SECTION	POLICY NUMBER	SUBJECT	REVISION NUMBER	REVISION DATE
02		FHCP Provider Listings		
04	PC010	Contracting of FHCP Practitioners & Providers	9	12/08/09
04	PC023	Removing Patients From a Panel Policy	5	1/27/10
04	UM002	Utilization Management Plan	9	5/18/09
05	RR001	FHCP Member Rights and Responsibilities	11	1/16/10
05	CS004	Medicare Part C Complaints & Grievances	16	3/26/09
05	RR002	Advanced Directives	7	6/18/09
05	CS005	Complaints/Grievances (Non-Medicare Large & Small Group & Healthy Kids Subscribers)	9	2/11/09
06		OOA Admissions Notification Form		1/09
07	PC007	Medicare Subscriber Claims Review & Processing	14	12/08/09
08	MGP18	Gen Part D Med Transition Process	4	3/7/09
08	MGP017	Meds Requiring Prior Authorizations	11	12/02/09

**SUBJECT: FHCP PROVIDER HANDBOOK UPDATES (continued)**

<b>SECTION</b>	<b>POLICY NUMBER</b>	<b>SUBJECT</b>	<b>REVISION NUMBER</b>	<b>REVISION DATE</b>
<b>09</b>	<b>QM004</b>	<b>QM Performance Improvement Plan</b>	<b>19</b>	<b>12/11/09</b>
<b>09</b>	<b>QM018</b>	<b>Credentialing Site &amp; Med Records Review</b>	<b>4</b>	<b>2/11/09</b>
<b>11</b>		<b>Skilled Nursing Facility Benefits</b>		<b>1/10</b>
<b>19</b>		<b>FHCP Provider Guidelines</b>		
<b>19</b>	<b>RF001</b>	<b>Referrals for Second Opinion</b>	<b>13</b>	<b>1/29/10</b>
<b>19</b>		<b>Denials of Service</b>		<b>1/10</b>
<b>19</b>		<b>Referral Appropriateness</b>		<b>1/10</b>
<b>19</b>		<b>Specialty Access</b>		<b>1/10</b>
<b>20</b>		<b>Guidelines for Screening for Colorectal Cancer</b>		<b>12/09</b>
<b>20</b>		<b>Adult Preventative Medicine Recommendations</b>		<b>1/10</b>
<b>21</b>		<b>Risk Adjustment Payments</b>		<b>1/25/10</b>
<b>22</b>	<b>RR009</b>	<b>Individuals Right to Notice of Privacy</b>	<b>5</b>	<b>5/17/09</b>
<b>22</b>	<b>RR007</b>	<b>General Privacy Policy</b>	<b>5</b>	<b>9/27/09</b>
<b>22</b>	<b>RR008</b>	<b>Uses &amp; Disclosures of PHI</b>	<b>6</b>	<b>6/08/09</b>
<b>25</b>		<b>Call Center</b>		<b>1/10</b>
<b>27</b>	<b>PC014</b>	<b>Contract Determination &amp; Appeals</b>	<b>7</b>	<b>4/17/09</b>
<b>27</b>	<b>LD002</b>	<b>Medical Staff Bylaws Rules &amp; Regulations</b>	<b>13</b>	<b>1/16/10</b>