



**Florida
Health Care
Plans**



An Independent Licensee of the Blue Cross and Blue Shield Association

DATE: 3/01/09
TO: All FHCP Providers
cc: Theresa Watson, R.N., Administrator of Quality Management/
Performance Improvement
FROM: Pat Isner, Provider Services Specialist
SUBJECT: FHCP PROVIDER HANDBOOK UPDATES

The following are recent additions and deletions to the FHCP Provider Handbook. Updates to the Handbook are available on the internet based system PAI (Provider Access Inquiry):

SECTION	POLICY NUMBER	SUBJECT	REVISION NUMBER	REVISION DATE
02		FHCP HMO Provider Listing		2/09
04		Request for PCP Change (Form)		1/09
04	PC023	Removing Patients from a Panel	4	1/27/09
04		Our Values In Action		2/09
05	CS005	Complaints/Grievances (Non Medicare Large & Small Group & Healthy Kids Subscribers)	9	2/11/09
05	RR001	FHCP Member's Rights & Responsibilities	10	2/11/09
11		Skilled Nursing Facility (SNF)		2/09
16		Preferred Fitness Program/Locations/Evaluation Sites		1/09
17		FHCP Radiology Requisition (Form)		1/09
17		FHCP Insurance Information (Form)		1/09

17		FHCP Infusion Therapy Physician Orders (Form)		1/09
18		Provider Access Inquiry		1/09
19		FHCP Provider Guidelines		2/09
19	RF001	Referrals for Second Opinion	12	1/09
21		Program Management Support Group - Who To Contact		2/09
22	RR008	Uses & Disclosures of Protected Health Information	5	1/27/09
27	LD002	Medical Staff Bylaws, Rules & Regulations	12	1/16/09
27	PC008	Initial Determination & Reconsideration of Coverage of Medicare Beneficiary Claims	17	1/29/09
29		Glossary of Terms		2/12/09