



An Independent Licensee of the Blue Cross and Blue Shield Association

**TO: FHCP PROVIDERS**

**FROM: SHERRIE HUTCHINSON/CONTRACT SERVICES ADMINISTRATOR**

**DATE: FEBRUARY 15, 2010**

**RE: FHCP MEDICAL RECORD NUMBER**

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Florida Health Care Plans (FHCP) maintains a “Medical Record Number” (MRN) for our members. This number is displayed on the member’s FHCP identification card, on PAI, and is used extensively throughout our network to facilitate communication with providers, pay claims, fill prescriptions, etc. This MRN is also a key component of the member’s electronic health record within FHCP.

FHCP is different from other health plans in that the FHCP member’s MRN is the member’s FHCP number for life. When a member joins FHCP for the very first time, he/she is assigned a unique MRN. Over time, the member may be covered under a different FHCP benefit plan, (i.e. they may move from a commercial plan to Medicare Advantage) or may become the subscriber for their coverage instead of a dependent. Sometimes a member may dis-enroll from FHCP for a period of time (months or years) and then re-enroll. These changes should not affect the member’s MRN. It should always be the same number.

FHCP puts forth a significant effort to make sure that the member always keeps their original MRN. It is important for continuity of care purposes that our member’s MRN is correctly assigned, and remains with them through all their life changing events. With the advent of our electronic health record, the concept of a “number for life” MRN becomes even more important. It is critical that appropriate treatment records are maintained in the member’s electronic file. Pharmacy prescribing history, lab results, hospital records, diagnostic test results, allergies, etc. must be correctly filed in the correct member’s electronic health record.

FHCP has initiated a patient safety initiative that we are asking our participating providers to support. Should you or your staff identify any discrepancies in a FHCP member’s name or MRN number, we ask that you advise our member of this discrepancy and encourage them to contact FHCP’s Enrollment Department at 386-676-7100 so that the issue can be resolved.

Your assistance in this initiative is valued and appreciated.