



PROVIDER REFERRAL GUIDE – FLAGLER COUNTY

THE FHCP PROVIDER REFERRAL GUIDES CAN BE FOUND AT

[HTTPS://WWW.FHCP.COM/PROVIDERS/](https://www.fhcp.com/providers/)

AND THE FHCP PROVIDER PORTAL

DISCLAIMER: THIS PROVIDER REFERRAL GUIDE IS FOR INFORMATIONAL PURPOSES ONLY AND SOLELY FOR PROVIDERS' USE. NOTHING HEREIN SHALL BE CONSTRUED AS EXTENDING, MODIFYING, OR IN ANY WAY STATING THE COVERAGE AND BENEFITS OF MEMBERS.

Authorization is not a guarantee of payment. Coverage is subject to member eligibility, applicable benefit criteria, and Provider contract provisions effective as of the date of service. Contract limitations may apply and supersede any authorization provided.

In the event of any inconsistency between the information contained in this guide and the agreement(s) between you/your facility and Florida Health Care Plans the terms of such agreement(s) shall govern. This Provider Referral Guide is not intended to be a complete statement of policies or procedures applicable to providers.

Please contact Florida Health Care Plans Provider Relations at 386 / 615-5096 or email Providerrelations@fhcp.com for any additional information.

NOTE: We do not recommend printing this extensive guide, as it is updated monthly. If you note any errors in the guide, please contact FHCP Provider Services at 386-317-8809 so that we may make corrections.

HELPFUL TIPS FOR REFERRAL GUIDE NAVIGATION:

- The guides are interactive, so there's no need to scroll!
- These links make the Referral Guidelines easily accessible, and they are updated monthly.
- **Ctrl + F** – Brings up the “Find” function box. Type the specialty in the box, and exact matches will appear to the left of your screen on the Navigation panel. Select your choice, and you'll be directed to the specialty under the Table of Contents. Click on the specialty to go directly to the list of specialists.
- Alternatively, you may select the specialty of choice in the Table of Contents. Click on the specialty to go directly to the list of specialists.
- **Ctrl + Home** will return you to the top of this document.



PROVIDER REFERRAL GUIDE – FLAGLER COUNTY

FHCP Central Referral Department	Ph: 386-238-3230 or Toll Free: 800-352-9824, Ext 3230 Fax: 386-238-3253 or 855-442-8398
Central Referral Department Manager – Sue Schack, LPN	Ph: 386-676-7100, Ext 3230 or Toll Free: 800-352-9824, Ext 3230
Central Referral Department Clinical Supervisor – John Carver, LPN	Ph: 386-676-7100, Ext 7578 or Toll Free: 800-352-9824, Ext 7578
Director of Provider Relations – Roberta Hemphill	Ph: 800-352-9824, Ext 7423 or 386-616-5018
Flagler, Putnam, & St. Johns Counties Provider Relations Coordinator – Jennifer Tarbert	Ph: 800-352-9824, Ext 7207 or 904-295-3679
FHCP Case Management – Utilization Review Department	Ph: 386-676-7187 or Toll Free: 866-676-7187
FHCP Case Management – Coordination of Care Department	Ph: 386-238-3284 or Toll Free: 855-205-7293
Provider Benefits and Eligibility Questions	Ph: 386-615-4024 or Toll Free: 844-615-4024
FHCP Health Information Management (Medical Records)	Ph: 800-352-9824, Ext 3550 Fax: 386-481-5009

A BLACK BOX Indicates prior authorization is required through the FHCP Central Referrals Department.

For URGENT REQUESTS (i.e., life-threatening or serious jeopardy to health) requiring prior authorization, the requesting provider must call FHCP Central Referrals at 386-238-3230.

Services that require prior authorization must have documentation of medical necessity. If documentation is unavailable, your request may be denied. **Please refer to this Provider Referral Guide for assistance in referring our patients for services.** Note that there are guideline variations for **Halifax Employee Care Network (HECN)**.

HALIFAX EMPLOYEE CARE NETWORK (HECN), DAYTONA STATE COLLEGE, BETHUNE-COOKMAN UNIVERSITY, AND VOLUSIA COUNTY SCHOOL BOARD MEMBERS CAN SEE ALL LISTED HMO PROVIDERS, AS WELL AS ADDITIONAL PROVIDERS, AS SPECIFIED, WHO HAVE BEEN **INDICATED IN GREEN** WITHIN THIS DOCUMENT. **EXTENDED PROVIDER NETWORK (EPN)** PROVIDERS ACCEPTING ONLY TRIPLE OPTION PLAN MEMBERS HAVE THIS PLAN **INDICATED IN BLUE** WITHIN THIS DOCUMENT.

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ACUPUNCTURE

REQUIRES PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

This program is for FHCP Medicare members with a history of chronic lower back pain lasting 12 weeks, not identifiable with a systemic cause (such as metastatic, inflammatory, or infectious disease) and not associated with surgery or pregnancy.

ACUTE LOW BACK & NECK PROGRAM

This low back and neck pain program is for FHCP members ages 17 and above. The program is for *acute pain, less than two-weeks duration*. Access to this program can be made by either the physician or the patient.

PHYSICIAN:

For members whom you have recently treated for low back or neck pain, please give an order to the patient indicating “Acute Low Back & Neck Program.” Instruct the member to call for an appointment at the nearest location (list of *Outpatient Rehabilitation Programs* on the next page) and to bring your order to their initial visit.

The member is responsible for their copayment.

MEMBER:

Direct access – patient may call to self-refer. Patient must not be currently receiving care from a physician for low back or neck pain. Appointments will be limited to no more than four (4) visits in two (2) weeks.

The member is responsible for copayment.

OUTPATIENT REHABILITATION LOCATIONS

Ability Health Services & Rehabilitation	10 Cypress Point Parkway, Until 106, Palm Coast, FL 32164	Ph: 386-264-6672 Fax: 386-264-6632
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ALLERGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Juan C. Mas, MD #000557 Bernard Zeffren, MD #133259 Ages 2+	AllerVie Health 9 Pine Cone Drive, Suite 105, Palm Coast 32137	Ph: 386-446-3006 Fax: 386-446-2909
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AMBULATORY SURGICAL CENTERS (ASC)

PLEASE SEE *SURGICAL FACILITIES*.

APPLIED BEHAVIORAL ANALYSIS (ABA THERAPY)

REQUIRES PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Easterseals Northeast Central Florida #10J850	1219 Dunn Avenue, Daytona Beach, FL 32114	Ph: 386-255-4568 Fax: 386-258-7677
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ARTERIAL BLOOD GASES (ABG)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Halifax Health #00Y007	303 N. Clyde Morris Blvd., Daytona Beach, FL 32114	Ph: 386-238-2251 Fax: 386-238-2252
AdventHealth Palm Coast #00Y015 Outpatient Laboratory	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-586-4402 Fax: 386-917-5576

AUDIOLOGY SERVICES

Prior authorization from FHCP Central Referrals is not needed, *except for Easterseals, as noted below.*

Prior authorization from the FHCP Central Referral Department is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

First Coast Hearing Clinic	First Coast Hearing Clinic 50 Cypress Point Parkway, Suite B3, Palm Coast, FL 32164	Ph: 386-447-7364 Fax: 386-447-8742
Atlantic Hearing Balance & Tinnitus Center All ages	Atlantic Hearing Balance & Tinnitus Center 460 Palm Coast Pkwy., Ste. 4 Palm Coast, FL 32137	Ph: 386-585-4161 Fax: 386-767-0742

EASTERSEALS REFERRALS REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the ordering provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386-238-3230** to discuss urgent cases with a clinician, rather than faxing the request.

Easterseals Northeast Central Florida #10J850	1219 Dunn Avenue, Daytona Beach, FL 32114	Ph: 386-255-4568 Fax: 386-258-7677
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AUTISM SPECTRUM DISORDER (ASD)

Prior authorization from the FHCP Central Referral Department is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The FHCP psychiatrist will evaluate and diagnose the member. Once evaluated and a confirmatory diagnosis is made, the FHCP psychiatric office will submit a referral order to our FHCP Central Referral Department. The Central Referral Department will review the request to determine benefit eligibility has been met for coverage of ASD. If approved, the FHCP Central Referral Department will notify the FHCP-contracted provider who renders Autism Spectrum Disorder Treatment, who will then schedule the member.

FHCP Behavioral Health Department Miriam A. Staub, MD #090747 Ages 2+	Florida Health Care Plans Edgewater 239 N. Ridgewood Avenue, Edgewater, FL 32132	Ph: 386-427-4868 Fax: 386-427-5157
FHCP Behavioral Health Department Maria Masferrer, MD #117186 Ages 4+	Florida Health Care Plans Ormond Beach 483 S. Nova Road, Ormond Beach, FL 32174	Ph: 386-481-6160 Fax: 386-481-6170

BARIATRIC SURGERY PROGRAM

Prior authorization from FHCP Central Referrals is not needed *for the program*. However, **prior authorization is required for bariatric surgery**. For the Bariatric Surgery *Program*, the requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

THE REQUEST FOR BARIATRIC SURGERY REQUIRES PRIOR AUTHORIZATION. FHCP encourages all bariatric surgery providers to contact FHCP to verify the member’s benefits. Please complete the “Request for Surgical and Special Procedure Form” found at [Referrals, Prior Authorizations, and Orders](#). Please fax the completed form to the FHCP Central Referral Department at **386-238-3253** to request surgical approval. *Note that bariatric surgery requires the member to meet a BMI parameter of >40, or >35 with complications.*

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Joel Sebastien, MD, FACS	East Coast Bariatrics at Halifax Health 201 N. Clyde Morris Blvd., Suite 210, Daytona Beach, FL 32114	Ph: 386-238-3205 Fax: 386-238-3234
Robert Marema, M.D. #10H772	Flagler Health+ Bariatric Surgery Center 400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-5155 Fax: 904 / 819-4961
John S. Koppman, M.D. #10D883	201 Health Park Blvd., Ste. 103, St. Augustine, FL 32086	904 / 827-0093 Fax: 904 / 827-0094

BARIUM SWALLOW TESTING

Prior authorization from the FHCP Central Referral Department is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Outpatient barium swallow tests ordered with a separate speech therapist / swallowing evaluation will need to be scheduled at the **Radiology / Imaging Department** of an in-network hospital listed below.

Halifax Health #00Y007 Pediatric admissions available at Halifax Daytona Beach only.	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-425-4000
AdventHealth Palm Coast #00Y015	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-437-2211
Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	904 / 819-4358 Fax: 904 / 819-4961

BEHAVIORAL HEALTH

Prior authorization from FHCP Central Referrals is not needed for the services listed immediately below. The requesting provider will send an order to the specialist. Provider should include patient’s psychiatric history, recent labs, and medication list. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

- Cognitive screening / behavioral therapy (CBT)
- Critical incident stress management counseling and treatment (CISM)
- Eye movement desensitization and reprocessing (EMDR)
- Post-traumatic stress disorder/syndrome counseling and treatment (PTSD)

THE SERVICES LISTED IN THE BLACK BOX BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

- **Routine requests:** Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.
- **Urgent requests:** Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

- **NEURO-LINGUISTIC PROGRAMMING (NLP)**
- **NEUROPSYCHOLOGICAL EVALUATION**
- **RAPID TRAUMA RESOLUTION THERAPY**
- **TRANSCRANIAL MAGNETIC STIMULATION**
- **HYPNOSIS**

Substance use disorder information can be found under the heading ***SUBSTANCE USE DISORDER*** within this document.

BEHAVIORAL HEALTH – (Continued)

<p>Courtney S. Alston, LMHC #121621 (Daytona) Ages 18+</p> <p>Robert W.K. Bachus, M.D. #147009 (Palm Coast) Ages 18+</p> <p>Karen Berkeley, LCSW #066962 (Edgewater) Ages 17+</p> <p>Willis Blower, LCSW #055245 (Daytona) Ages 18+ (All locations)</p> <p>Nicole Blue, LMHC #099380 (Daytona) Ages 11+</p> <p>James Bryant, LCSW #093979 (Daytona) Ages 18+ (All locations)</p> <p>John Caliendo, MD #081241 (Daytona Beach) Ages 13+</p> <p>Kathryn F. Clay, LMHC Ages 18+</p> <p>Lisa Dante, LMHC #10W148 (Debary, Edgewater) Ages 7+</p> <p>Richard Greer, MD #078143 (Palm Coast) Ages 3+</p> <p>Julia D. Howe, LCSW #138254 (Ormond Beach) Ages 3+</p> <p>Amy Iannitelli, LMHC #079142 (Ormond Beach) Ages 5+</p> <p>Mary Kathleen “Kathy” Lichtenwalter, MS, LMHC #10S109 Ages 10+ (Daytona Pain Management Department)</p> <p>Maria Masferrer, MD #079951 (Ormond Beach) Ages 4+</p> <p>Susan Munteer, LMFT #007654 (Ormond, Palm Coast) Ages 18+</p> <p>Medical Records Fax: 386-481-5009</p>	<p>Florida Health Care Plans Daytona Beach 330 N. Clyde Morris Blvd., Suite 10, Daytona Beach, FL 32114</p> <p>Florida Health Care Plans Palm Coast 315 Palm Coast Parkway NE, Suite 3, Palm Coast, FL 32137</p> <p>These providers offer in-home Behavioral Health services:</p> <ul style="list-style-type: none"> • Karen Berkeley, LCSW • Heather Pepe, LCSW • Willis Blower, LCSW 	<p>Ph: 386-676-7175 Fax: 386-676-7134</p> <p>Ph: 386 - 317-8930 Fax: 904-295-3685</p>
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[FHCP PROVIDER LIST CONTINUED NEXT PAGE](#)

BEHAVIORAL HEALTH – (Continued)

<p>Rafael Parlade, Ph.D. #000456 (Daytona Beach) Ages 21+</p> <p>Heather Pepe, LCSW #042370 (Approved referral required)</p> <p>Ages 18+ (All locations)</p> <p>Linda Rodgers, LMHC #00007W (Debary) Ages 4+</p> <p>Brian Shea, LCSW #089447 (Debary) Ages 5+</p> <p>Miriam A. Staub, MD #090747 (Edgewater) Ages 2+</p> <p>Gladys M. Vargas, APRN #045868 (Daytona)</p> <p>Courtney Alston, LMHC #121621 (Palm Coast) Ages 18+ phone 386-317-8930</p> <p>David A. Ballack, D.O. #141937 Ages 18+</p> <p>Health Information Management Fax: 386-481-5009</p> <p><i>FHCP PROVIDER LIST CONTINUED ON PREVIOUS PAGE</i></p>	<p>Florida Health Care Plans Daytona Beach 330 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p> <p>Florida Health Care Plans Palm Coast 315 Palm Coast Parkway NE, Palm Coast, FL 32137</p> <p>These providers offer in-home Behavioral Health services:</p> <ul style="list-style-type: none"> • Karen Berkeley, LCSW • Willis Blower, LCSW • Heather Pepe, LCSW 	<p>Ph: 386-676-7175 Fax: 386-676-7134</p> <p>Ph: 904-295-3685 Fax: 904-295-3686</p> <p>Ph: 386-427-4868</p>
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BEHAVIORAL HEALTH – (Continued)

<p>Jennifer Mann, LMHC #064823 Ages 5-64; non-Medicare members only</p>	<p>REACH Counseling & Wellness 7421 E. Moody Boulevard, Suite 204, Bunnell, FL 32110</p>	<p>Ph: 386-793-9669 Fax: 386-256-1761</p>
<p>Richard Fay, LCSW #076786 Brandon Harris, LCSW #091504 All ages Lisa Johnson, LCSW #089489 Ages 13+</p> <p><i>THESE PROVIDERS accept non-Medicare members only:</i></p> <p>Kristi Miller, LMHC #076778 Lisa Benitez, LMHC #076787 Michelle Protko, LMHC #064020 Blessing Pereira, LMHC #076779 Ages up to 64</p>	<p>Presbyterian Counseling Center 156 Florida Park Drive, Palm Coast, FL 32137</p>	<p>Ph: 386-258-1618 Fax: 386-253-4215</p>
<p>Jacob Borg, Ph.D. #059872 Sophia Mas, LMHC #059873 Dean Palamara, LCSW #080293 Denise Verones, Ph.D. #059893 Ages 18+; non-Medicare members only</p>	<p>Verones & Company 328 North 2nd Street, Flagler Beach, FL 32136</p>	<p>Ph: 386-439-7905 Fax: 386-439-7910</p>
<p>Kathleen Conrad, LCSW #073848 Ages 1+; non-Medicare members only.</p>	<p>New Beginnings Therapeutic Services 4721 East Moody Boulevard, Suite 503, Bunnell, FL 32110</p>	<p>Ph: 386-437-7747 Fax: 386-437-4938</p>
<p>Sibel Guelseren, LMFT #041906 Ages 3+; non-Medicare members only.</p>	<p>Anew Counseling 50 Leanni Way, Suite B3, Palm Coast, FL 32137</p>	<p>Ph: 386-334-3777 Fax: 386-283-5900</p>
<p>Cynthia Hairston, LMHC #061265 Ages 13+; non-Medicare members only.</p>	<p>Cynthia Hairston Counseling 1 Hargrove Grade, Suite B1, Palm Coast, FL 32137</p>	<p>Ph: 386-643-3115 Fax: 386-276-3474</p>

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BEHAVIORAL HEALTH – (Continued)

<p>Roderick Perry, LMHC #088322 Ages 11+ years; non-Medicare members only</p>	<p>Helping Homes Counseling & Wellness 399 Palm Coast Pkwy. NW, Unit 1, Palm Coast, FL 32137</p>	<p>Ph: 386-344-7575 Fax: 386-280-8444</p>
<p>Jessica Cavinta, LMHC, #098797 Ashley Goetsch, LMHC #074481 Stacy Savage, LMHC #10Q548 Rachel Scott, LMHC #086486 Ages 8+; Practice accepts non-Medicare members only.</p>	<p>Solutions Counseling and Consulting 381 Palm Coast Parkway SW, Unit 1, Palm Coast, FL 32137</p>	<p>Ph: 386-597-2904 Fax: 386-597-2903</p>
<p>Kathleen Vacchelli, APRN #142680 Ages 5+ Established patients only.</p>	<p>Atlas Behavioral Health 50 Leanni Way, Suite B-3, Palm Coast, FL 32137</p>	<p>Ph: 386-283-2929 Fax: 386-264-6254</p>
<p>Jennifer Warmka, LCSW #057543 Ages 5+</p>	<p>Journey to Wellness 4865 Palm Coast Parkway NW, Unit 1, Palm Coast, FL 32137</p>	<p>Ph: 386-530-6796 Fax: 386-530-6797</p>
<p>Amanda Perez, L.M.H.C. #127400 Ages 6+</p>	<p>Amanda Perez Counseling, LLC 4721 E. Moody Blvd., Ste. 204, Bunnell, FL 32110</p>	<p>Ph: 386-302-8929</p>

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BEHAVIORAL HEALTH – (Continued)

BEHAVIORAL HEALTH – CHILD & ADOLESCENT

PRIOR AUTHORIZATION IS REQUIRED TO SEE THE PROVIDERS BELOW. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, FHCP will forward to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Steven Batton, DO #076733 Fariya Afridi, MD #10N061 Ages 0-18	Halifax Behavioral Services 841 Jimmy Ann Drive, Daytona Beach, FL 32114	Ph: 386-425-3900 Fax: 386-425-7804
Sara Riley, LMHC #011510 Ages 1-18 new Non-Medicare members only	50 Leanni Wy., Unit B-3, Palm Coast, FL 32137	Ph: 386-986-2222 Fax: 386-986-2200
Deborah Reilly, LMHC #148688 Ages 5-18 new Non-Medicare members only	Kindness and Clarity Counseling 4 Office Park D., Pod 3 Ste O, Palm Coast, FL 32137	Ph: 386-503-0522 Fax: 386-845-9293

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BEHAVIORAL HEALTH – (Continued)

BEHAVIORAL HEALTH – INPATIENT SERVICES

Prior authorization from FHCP Central Referrals is not needed for the initial 24-hour admission. The requesting provider should instruction he member to present to one of the facilities listed below for screening.

The admitting facility must notify FHCP’s Case Management Department at 386-676-7187 within one business day of admission for authorization of continued inpatient care.

Halifax Health #00Y007	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-254-4303 Fax: 386-254-4113
SMA Behavioral Health Services, Inc.	1150 Red John Drive, Daytona Beach, FL 32124	Ph: 800-539-4228 Fax: 386-236-3161

BIRTH CENTERS

Prior authorization is not needed. Members may self-refer to this specialty and will be able to call to schedule appointments without an order from their physician.

These providers will provide complete outpatient obstetrical services to FHCP members, including vaginal deliveries at the birth center, for uncomplicated, low-risk pregnancies.

Heart2Heart Birth Center, LLC Ages 16+	1110 Lexington Green Lane, Sanford, FL 32771	Ph: 407-322-9944 Fax: 407-878-5858
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HOME BIRTH SERVICES

Prior authorization is not needed. Members may self-refer to this specialty and will be able to call to schedule appointments without an order from their physician.

Mama Mia Midwifery #123365 Ages 16 to 45 Does not accept Medicare.	10268 Park Row Court, Orlando, FL 32832 <i>Services are rendered at the member's home.</i>	Ph: 425-772-6213 Fax: 321-319-9713
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BONE DENSITY / DEXA STUDIES

Prior authorization from the FHCP Central Referral Department is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. *FHCP will cover this testing for our members once every twenty-four (24) months.*

Florida Health Care Plans (N) Patients weighing 350 pounds and under	FHCP Center – Daytona Beach 350 N. Clyde Morris Blvd, Daytona Beach, FL 32114	Ph: 386-238-3200 Ext 3229 Fax: 386-238-3292
Palm Coast Imaging #005448 (N) Will not schedule SNF patients	3 Pine Cone Drive, #101, Palm Coast, FL 32137	Ph: 386-274-6000 Fax: 386-446-1866

Legend:

- (H) – Outpatient hospital department or facility
- (N) – Outpatient non-hospital department or facility

Out of pocket costs may vary, depending on location or benefit plan.

BONE GROWTH STIMULATORS

REQUIRES PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

OrthoFix, Inc. #00SD93	1720 Bray Central Drive, McKinney, TX 75069	Ph: 800-535-4492 Fax: 800-445-1923
EBI, LP #00SD26	100 Interpace Parkway, Parsippany, NJ 07054	Ph: 800-526-2579

BONE SCANS

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Palm Coast Imaging #005448 (N) Will not schedule SNF patients	3 Pine Cone Drive, #101, Palm Coast, FL 32137	Ph: 386-274-6000 Fax: 386-446-1866
Town Center Imaging #10P733 (N) Will not schedule SNF patients	21 Hospital Drive, Suite 130, Palm Coast, FL 32164	Ph: 386-446-5200 Fax: 386-446-1866
AdventHealth Palm Coast #00Y015 (H)	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-437-2211 Fax: 386-917-5576

Legend:

- **(H)** – Outpatient hospital department or facility
- **(N)** – Outpatient non-hospital department or facility

Out of pocket costs may vary, depending on location or benefit plan.

BRACES, ORTHOTICS, AND PROSTHETICS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

See also **Diabetic Shoes** for diabetic member footwear needs.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Bremer Brace of Florida – Clyde Morris #102018 Margaret Street #102019 University Boulevard #005451	290 Clyde Morris Boulevard, Suite D1, Ormond Beach, FL 32174	Ph: 386-672-3191 Fax: 386-672-3851
	423 Margaret Street, Jacksonville, FL 32204	Ph: 904-355-5451 Fax: 904-355-0004
	4131 University Boulevard South, Building 16, Jacksonville, FL 32216	Ph: 904-346-0086 Fax: 904-396-2754

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BRACES, ORTHOTICS, AND PROSTHETICS (Continued)

Dynasplint Systems / Dynamic Splinting Systems	770 Ritchie Highway, Suite W21, Severna Park, MD 21146	Ph: 866-293-9406 Fax: 866-641-0006
Hanger Prosthetics & Orthotics, Inc. #136048	1400 Mason Avenue, Suite 130, Daytona Beach, FL 32117	Ph: 386-274-4907 Fax: 386-274-1229
Joint Active Systems, Inc. #111118 Custom orthotic devices (CPT L-codes) JAS dynamic range-of-motion devices EMPI advance range-of-motion devices	2600 S. Raney Street, Effingham, IL 62401	Ph: 800-879-0117 Fax: 217-347-3384
Medcare Services of Orlando #10A395 Provides orthotic spinal services and devices to eligible FHCP member's residence or SNF.	794 Big Tree Drive, Suite 104, Longwood, FL 32750	Ph: 800-453-8551 Fax: 407-831-8834

BREAST MRI

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

CARDIAC CATHETERIZATION

REQUIRES PRIOR AUTHORIZATION. The cardiologist should schedule the procedure with the hospital, make arrangements for pre-op as needed, and notify the member. The cardiologist should then complete the “Request for Surgical and Special Procedure Form” found at [Referrals, Prior Authorizations, and Orders](#). Please fax the completed form to the FHCP Central Referral Department at **386-238-3253** to request surgical approval. After review, **the cardiologist will be notified *only if the procedure is not approved.***

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Halifax Health #00Y007 Outpatient cardiac catheterization laboratory	303 N. Clyde Morris Blvd., Daytona Beach, FL 32114	Ph: 386-254-4338 Fax: 386-258-4803
AdventHealth Palm Coast #00Y015	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-586-4372 Fax: 386-586-4618

CARDIAC MONITORING

Prior authorization from FHCP Central Referrals is not needed. The requesting provider can directly call the company below. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

iRhythm Technologies, Inc. provides a long-term, continuous, ambulatory cardiac monitoring device (Zio Patch) to the FHCP member to record and store electrocardiogram (ECG) data. The medical device shall be affixed to the FHCP member at the participating provider’s office, and the member can wear the device up to fourteen days, as medically necessary. Interpretation and reporting of the ECG data captured by the supplier’s medical device will be the responsibility of the ordering participating provider.

iRhythm Technologies, Inc. #050404	650 Townsend Street, Suite 380, San Francisco, CA 94103	Ph: 224-543-2200 Fax: 888-693-2402
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CARDIOVERTER DEFIBRILLATOR SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “[FHCP Referral Form](#)” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. **Please indicate what phase of the program is being requested.** Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Zoll Services, LLC #058334	Customer Service	Ph: 412-968-3333 or 800-543-3267 Fax: 412-567-9676
Kestra Medical Technology Services, Inc. #126651	Customer Service	Ph: 833-692-7787 Fax: 877-371-2202

CARDIAC REHABILITATION

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. **Please indicate what phase of the program is being requested.** Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Halifax Health #00Y007	201 N. Clyde Morris Blvd., 3rd. Floor, Daytona Beach, FL 32114	Ph: 386-254-4338 Fax: 386-258-4803
AdventHealth Palm Coast #00Y015	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-586-4480 Fax: 386-586-1751

CARDIOLOGY

Prior authorization from FHCP Central Referrals is not needed, with the exceptions listed below. The requesting provider will send an order to the specialist. Please send recent EKG and labs. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

THE IN-OFFICE-BASED PROCEDURES LISTED BELOW REQUIRE PRIOR AUTHORIZATION.

- LOWER EXTREMITY ENDOVASCULAR REVASCULARIZATION
- LOOP RECORD IMPLANTATION
- SUPERFICIAL VENOUS DISEASE TREATMENT, INCLUDING ABLATION AND SCLEROTHERAPY
- COMPUTED TOMOGRAPHY ANGIOGRAPHY (CTA) IMAGING

Please complete the "FHCP Referral Form" found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Please indicate what phase of the program is being requested. Fax the form and supporting documentation to FHCP's Central Referrals Department at 386-238-3253. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should call FHCP Central Referrals Department at 386.238.3230 to discuss urgent cases with a clinician, rather than faxing the request.

Information on Zoll Life Vests can be found under Zoll Life Vest.

Guidelines for TAVR evaluations can be found under TAVR.

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CARDIOLOGY (Continued)

<p>Ali Tutar, M.D. #136764</p> <p>Ages 18+</p>	<p>Cardiovascular Consultants of St. Augustine</p> <p>300 Health Park Blvd., Ste. 5010, St. Augustine, FL 32086</p> <p>377 Palm Coast Parkway, SW, Unit 4, Palm Coast, FL 32137</p>	<p>Ph: 904 -823-8809</p> <p>Fax: 904-823-8851</p> <p>Ph: 386-597-4445</p> <p>Fax: 904-823-8851</p>
<p>Stephen Minor, M.D. #10P180</p> <p>Ryan A. Smith, D.O. #068788</p> <p>Niloufar T. Wilson, M.D. #087871</p> <p>Ages 18+</p> <p><i>Records required prior to scheduling. Please fax to 386-481-5009.</i></p>	<p>FHCP Daytona Beach</p> <p>350 N. Clyde Morris Boulevard, Second Floor, Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3289</p> <p>Fax: 386-238-3296</p>
<p>Robert Bianco, MD #005086</p> <p>Ages 18+</p> <p><i>Ordering provider must complete and review patient EKG before referring. Fax to 386-481-5009</i></p>	<p>FHCP Palm Coast Center</p> <p>145 City Place, Palm Coast, FL 32164</p>	<p>Ph: 386-302-0975</p> <p>Fax: 386-302-0976</p>
<p>Kizhake Kurian, MD #10R358</p> <p>Ages 18+</p> <p><i>EPN Triple Option members only</i></p>	<p>AdventHealth Medical Group Interventional Cardiology at Palm Coast</p> <p>3 AdventHealth Way, Ste. 130, Palm Coast, FL 32137</p>	<p>Ph: 386-586-4765</p> <p>Fax: 386-586-4769</p> <p>Ph: 386-586-1930</p> <p>Fax: 386-586-1931</p>
<p>COMPUTED TOMOGRAPHY ANGIOGRAPHY (CTA) IMAGING requires prior authorization. Please complete the “FHCP Referral Form” found at Referrals, Prior Authorizations, and Orders. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at 386-238-3253 a <i>minimum of seven (7) days prior to performing the service</i>. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.</p> <p>Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.</p> <p>Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as <i>urgent requests</i>. Physician offices should call FHCP Central Referrals Department at 386.238.3230 to discuss urgent cases with a clinician, rather than faxing the request.</p>		

CARDIOLOGY – NUCLEAR

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. **Please send recent EKG and labs.** Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Stephen Minor, MD #10P180 Ryan A. Smith, DO #068788 Niloufar T. Wilson, MD #087871 Ages 18+ Records required prior to scheduling. Fax to 386-481-5009</p>	<p>FHCP Cardiology Daytona Beach 350 N. Clyde Morris Blvd., Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3289 Fax: 386-238-3296 Health Information Management Fax: 386-481-5009</p>
<p>Robert Bianco, MD #005086 Ages 18+ Ordering provider must complete and review patient EKG before referring. Fax to 386-481-5009</p>	<p>FHCP Cardiology Palm Coast 145 City Place, Palm Coast, FL 32164</p>	<p>Ph: 386-302-0975 Fax: 386-302-0976</p>

CARDIOLOGY – PEDIATRIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

FOR SCHOOL SPORTS PHYSICALS REQUIRING AN ELECTROCARDIOGRAM (EKG), the FHCP member should visit an FHCP Extended Hours Care Center (EHCC) to have the EKG test. An appointment is not required. Patients should not be referred to a pediatric cardiologist for the sports-physical EKG. To find a local Extended Hours Care Center please go to fhcp.com and visit the FHCP Facilities page.

CASE MANAGEMENT – COORDINATION OF CARE

Case Management Coordination of Care is designed to address the needs of high-risk members. The case-management process utilizes evidence-based clinical guidelines to conduct comprehensive assessment of the member's condition; evaluates available benefits and resources; and develops and implements a case-management plan with performance goals, monitoring, and follow up. The overall goal is to empower members in self-management skills, regain optimum health, or improve functional capability through appropriate services and interventions. Case management is voluntary program, and all eligible members have the right to decline participation.

Criteria for enrollment includes, but is not limited to, members with new diagnoses, acute or uncontrolled chronic diseases, critical events that require extensive use of resources, significant barriers of social determinants of health that limit access to care, or members identified from proactive data screening who may require any of the following:

- Assistance navigating the health care system
- Assistance with barriers related to social determinants of health
- Education on health condition(s) and health coaching
- Education supporting their practitioner's plan of care
- Coordination of appropriate resources, programs, or benefits
- Coordination of measures to improve quality of life and disease-specific outcomes.

There are several case-management services to which the member may be stratified:

- **Chronic Complex Care** – Assists members with complex health conditions to reduce disease progression and gain empowerment through self-management of lifestyle practices that aim to improve quality of life. Members benefit from advocacy, education, and navigation to access appropriate care and/or link to resources, benefits, or programs. The program includes transplant case management.
- **Short-term Program** – Assists members with new-onset health diagnoses, hospital-to-home transitional care, or links members who have high use of the emergency room or multiple hospitalizations to FHCP resources. Members benefit from frequent contact for monitoring and education to better understand signs and symptoms for early intervention. Members gain empowerment with self-management skills to reduce complications and improve their quality of life.

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CASE MANAGEMENT – COORDINATION OF CARE (Continued)

In-home Mid-level Providers – Service available in Brevard, Volusia, Flagler, and Seminole Counties. An RN Case Manager coordinates member’s care with mid-level providers to assist homebound members or those with limited support to supplement primary care services in the home, or facility transitional care for high-risk members discharged from the hospital or skilled nursing facility (SNF) to home. In-home mid-level providers promote compliance with follow-up care and medication management to reduce complications and enhance the member’s quality of life.

- **Community Resource Program** – FHCP Community Resource Coordinators (CRCs) partner with members and providers and/or referral sources to address barriers to social determinants of health that impact access to healthcare through utilization of agencies and community partners. Community Resource Coordinators complete individualized needs assessments to link members with appropriate existing resources offered through agencies or within their community. *CRCs do not address urgent placement or home safety evaluations.* Physicians must continue to refer members with urgent needs to their home health care skilled nurse and medical social worker or the Department of Children and Families (DCF). Skilled nursing facility (SNF) placement should be directed to the FHCP Utilization Management Department at 386-676-7187.

Members may be referred by:

- Practitioner
- Member or caregiver
- Discharge planner
- Medical management programs
- Proactive data claims review

You may refer a member to the Case Management – Coordination of Care or Community Resources Services by:

- Phone: 855-205-7293 or 386-238-3284, Monday-Friday from 8:00am to 5:00pm.
- The “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#).
- Fax a referral to 386-238-3271
- Email a referral to cmanagement@fhcp.com
- Internally, enter the referral through an EHR task.

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CASE MANAGEMENT – COORDINATION OF CARE (Continued)

The FHCP New Member Transition of Care Program – The goal of the Transition of Care team is to assist new members transitioning into our network of providers, pharmacies, and covered medications. Members benefit from clinical review of their health history and medications to coordinate care with available resources, benefits, and participating providers or services to make the transition as seamless as possible. Our FHCP RN Navigator assists existing members who are experiencing a change in benefits, providers, or services, or are moving into another county served by FHCP, or change of employers who offer FHCP insurance.

These members may be referred by:

- Practitioners
- Member or caregiver
- FHCP Member Services
- Marketing agents
- Employer groups

You may refer a member to the New Member Transition of Care Program by:

- Phone: 855-205-7293 or 386-386-615-5017, Monday-Friday from 8:00am to 5:00pm.
- The “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#).
- Fax a referral to 386-238-3271
- Email a referral to TOC@fhcp.com
- FHCP staff providers may internally enter the referral through an EHR task.

CHIROPRACTIC

Prior authorization from the FHCP Central Referrals Department is not needed. Any FHCP member may self-refer to their provider of choice. Member may call to schedule an appointment at their convenience without an order from a physician.

<p>Patrick Reed, DC #010969 All ages</p>	<p>Patrick Reed, DC 4601 East Highway 100, Suite G4, Bunnell, FL 32110</p>	<p>Ph & Fax: 386-437-9990</p>
<p>Michael DiBella, DC #10S377 Timothy Steflik, DC #10V838 Samantha Wunder, DC #092794 Aspen Coggins, D.C. #123518 All ages</p>	<p>Coastal Integrative Healthcare, Inc. 145 Cypress Point Pkwy, Suite 208, Palm Coast, FL 32164</p>	<p>Ph: 386-445-4455 Fax: 386-269-4128</p>
<p>Peter Wakeman, DC #001539 Luis Oyola, DC #147580 Tatiana Arcena, DC #134588 All ages</p>	<p>Wakeman Chiropractic 120 Cypress Edge Drive, Suite 201, Palm Coast, FL 32164</p>	<p>Ph: 386-673-0201 Fax: 386-677-8143</p>

COLOGUARD TESTING

The provider must complete the [Cologuard Requisition Form](#) (found on page 3 of the link). Fax the completed form to the number noted on the bottom of the form. “Patient Insurance/Billing Information” must be completed for FHCP to pay for the test. To ensure coverage, please attach a copy of the patient’s FHCP insurance card to the requisition when faxing.

- Cologuard is for individuals 45 years of age or older and at average risk.
- Cologuard looks for blood and DNA associated with colon cancer and precancerous growth found in a person’s stool sample.

Once a provider submits the Cologuard Requisition Form, the request is processed and a Cologuard box is delivered to the patient’s home via UPS. Patients collect a sample and return using the prepaid return shipping label included with the box, sending the specimen to Exact Sciences Laboratories in Madison, WI for processing. Test results will be sent directly to the ordering provider in a few weeks.

Please fax a copy of the test result to FHCP Health Information Management at 386-481-5009.

Exact Sciences Laboratories also conducts follow-up calls to encourage higher patient compliance. You can learn more about Cologuard at <https://www.cologuardhcp.com>.

NOTE: *Cologuard is not a replacement for diagnostic or surveillance colonoscopy in high-risk individuals.*

COLONOSCOPY – SCREENING

Prior authorization from the FHCP Central Referrals Department is not needed for age-related screening colonoscopy. Any FHCP member may self-refer to their provider of choice. Member may call to schedule an appointment at their convenience without an order from a physician.

<p>Ahmad Alawad, MD #101539 Beatrice Bratu, MD #005470 Ammar Hemaidan, MD #000104 Brian Hudes, MD #077419 Saud El-Sayed Suleiman, MD #001166 Hassan Zulfiqar, MD #009959</p>	<p>Advanced GI 1890 LPGA Boulevard, Suite 270, Daytona Beach, FL 32117 315 Palm Coast Parkway, Suite 5, Palm Coast, FL 32137</p>	<p>All locations: Ph: 386-763-4920 Fax: 386-763-4939 Health Information Management Fax: 386-491-5009</p>
<p>William Barlow, MD #047675 Daniel Gassert, MD #10T871 Camille McGaw, MD #051554 Stuart Soroka, MD #116113 Ages 18+</p>	<p>Borland-Groover Clinic 50 Cypress Point Parkway, Condo C1-C2, Palm Coast, FL 32164</p>	<p>Ph: 386-986-3400 Fax: 904-265-6479</p>
<p>Joseph McKinley, MD #10L528 Wallace Combs, MD #112551 Issam Nasr, MD #10S757 Ages 18+ <i>EPN Triple Option members only</i></p>	<p>Advent Health Medical Group Gastroenterology at Palm Coast 3 AdventHealth Way, Ste. 120,, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 1800-B, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 2815, Palm Coast, FL 32164 120 Pinnacles Drive, Suite 1, Palm Coast, FL 32164</p>	<p>Ph: 386-589-1955 Fax: 386-246-3615 Ph: 386-589-1955 Fax: 386-586-1772 Ph: 386-586-1810 Fax: 386-586-1811 Ph: 386-586-6611 Fax: 386-586-6633</p>

COLONOSCOPY – DIAGNOSTIC

COLONOSCOPES PERFORMED ON SYMPTOMATIC PATIENTS TO DIAGNOSE OR RULE OUT DISEASE REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Ahmad Alawad, MD #101539 Beatrice Bratu, MD #005470 Ammar Hemaïdan, MD #000104 Brian Hudes, MD #077419 Saud El-Sayed Suleïman, MD #001166 Hassan Zulfiqar, MD #009959	Advanced GI 1890 LPGA Boulevard, Suite 270, Daytona Beach, FL 32117 315 Palm Coast Parkway, Palm Coast, FL 32137	Ph: 386-763-4920 Fax: 386-763-4939 Health Information Management Fax: 386-491-5009
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COLONOSCOPY – CT (VIRTUAL COLONOSCOPY)

REQUIRES PRIOR AUTHORIZATION. Please complete the “Request for Surgical and Special Procedure Form” found at [Referrals, Prior Authorizations, and Orders](#). Please fax the completed form to the FHCP Central Referral Department at **386-238-3253** to request surgical approval.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

CONTRACEPTION

A list of FHCP covered oral contraceptives and contraception appliances can be found on the FHCP website at [FHCP Medication Formularies](#). Contraception benefits can be verified with the FHCP Provider Benefit & Eligibility Department at **844-615-4024** or **386-615-4024**.

CT SCANS

Prior authorization from FHCP Central Referrals is not needed, with the exceptions noted below. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

EXCEPTIONS REQUIRING PRIOR AUTHORIZATION INCLUDE:

- BREAST MRI
- SESTAMIBI SCAN (ENDOCRINOLOGISTS AND CARDIOLOGISTS CAN ORDER WITH NO PRIOR AUTHORIZATION)
- STEREOTACTIC BREAST BIOPSY
- ULTRASOUND-GUIDED NEEDLE BREAST BIOPSY
- CT COLONOSCOPY (VIRTUAL COLONOSCOPY)
- PILL CAMERA
- GENETIC TESTING
- HIDA (CHOLESCINTIGRAPHY) SCANS
- PET SCANS – *SEE NEXT PAGE FOR SPECIAL INSTRUCTIONS.*

FOR EXCEPTIONS NOTED ABOVE – PET scan instructions on next page: Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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CT SCANS – (Continued)

PRIOR AUTHORIZATION IS REQUIRED FOR PET SCANS: Please complete the “PET – PET CT Prior Authorization Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Twin Lakes Imaging Center #10P735 (N) <i>Will not schedule SNF patients.</i>	1890 LPGA Blvd., Suite 110, Daytona Beach, FL 32124	Ph: 386-274-5454 Fax: 386-274-5440
Advent Health Palm Coast #00YG80 (H)	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-586-4402 Fax: 386-917-5576
Palm Coast Imaging Center #005448 (N) <i>Will not schedule SNF patients.</i>	3 Pine Cone Drive, Suite 101, Palm Coast 32137	Ph: 386-274-6000 Fax: 386-446-1866
Town Center Imaging #10P733 (N) <i>Will not schedule SNF patients.</i>	21 Hospital Drive, Suite 130, Palm Coast, FL 32164	Ph: 386-446-5200 Fax: 386-446-1866

Legend:

- (H) – Outpatient hospital department or facility
- (N) – Outpatient non-hospital department or facility

Out of pocket costs may vary, depending on location or benefit plan.

DENTAL SERVICES

Prior authorization from FHCP Central Referrals is not needed. FHCP coverage of dental examinations, cleaning, and x-ray services are in accordance with the member's FHCP benefits. Dental services are available to our members on a discounted fee-for-service basis with FHCP Dental providers.

<p>Benjamin Lacy, DDS #077358 (established patients only) Jeremiah Mahoney, DMD #077357 Ryan Smith, DMD #077359 All ages Erik Olson, DMD #000840 Ages 9+ Daniel Brauneck, D.M.D #124629 (does not accept Medicare)</p>	<p>Flagler Dental Associates 30 Office Park Drive, Palm Coast, FL 32137</p>	<p>Ph: 386-446-3883 Fax: 386-445-9318</p>
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Dental Services -Medical TMJ Services

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

John Whitsitt, DDS #002016	Atlantic Coast Prosthodontists, Inc. 1509 Mason Avenue, Daytona Beach, FL 32117	Ph: 386-239-7600 Fax: 866-262-0851
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Dental Services – Oral Sleep Apnea Appliances

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

DERMATOLOGY

Prior authorization from the FHCP Central Referrals Department is not needed. Any FHCP member may self-refer to their provider of choice. Member may call to schedule an appointment at their convenience without an order from a physician.

<p>Lina Cardona, MD #074004 Robert Collette, MD #069759 Michael Gutierrez, MD #142344 Stanley Hoffman, MD #068012 All ages Ronald Sherman, DO #004104 <i>Limited availability. Ages 18+</i></p>	<p>Mid Florida Dermatology and Plastic Surgery 713 N. Clyde Morris Boulevard, Daytona Beach, FL 32114 14 Office Park Drive, Suite 6, Palm Coast, FL 32137</p>	<p>Both locations: Ph: 407-299-7333 Fax: 407-293-2049 Helpline: 407-581-4171</p>
<p>Jeffrey Heller, DO #002947 Ages 12+ <i>EPN Triple Option members only</i></p>	<p>Heller Dermatology 511 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-239-8700 Fax: 386-239-7070</p>
<p>Courtney Bernett, DO #090742 John Coppola, DO #10Q049 Michelle Foley, DO #10Q117 Karthik Krishnamurthy, DO #082248 Jeffrey Parks, MD #006094 Michael Suah, MD #006440 All ages <i>VOLUSIA COUNTY SCHOOL BOARD & EPN TRIPLE OPTION MEMBERS ONLY</i></p>	<p>Parks Dermatology Center 1175 Dunlawton Avenue, Suite 102, Port Orange, FL 32127 2515 Junior Street, Orange City, FL 32763 1385 W. Granada Boulevard, Suite 1, Ormond Beach, FL 32174 400 Lakebridge Plaza Drive, Ormond Beach, FL 32174 406-B Palmetto Street, New Smyrna Beach, FL 32168 33 Old Kings Rd. N., Ste. 2, Palm Coast</p>	<p>Ph: 386-265-1913 Fax: 386-265-1918 Ph: 386-218-6806 Fax: 386-218-4991 Ph: 386-677-9044 Fax: 386-677-3083 Ph: 386-677-9044 Fax: 386-677-3083 Ph: 386-410-5045 Fax: 386-957-4047 Ph: 386-677-9044 Fax: 386-276-3174</p>

DIABETIC SHOES

SPECIAL INSTRUCTIONS: The need for diabetic shoes must be certified by a provider who is an MD or DO and is responsible for diagnosing and treating the patient's diabetic systemic condition through a comprehensive plan of care. The managing physician must:

- Document in the patient's medical record that the patient has diabetes
- Certify that the patient is being treated under a comprehensive plan of care for diabetes and needs diabetic shoes
- Document in the patient's medical record that the patient has one or more of the following conditions:
 - Peripheral neuropathy with evidence of callus formation
 - History of pre-ulcerative calluses
 - History of previous ulceration
 - Foot deformity
 - Previous amputation of the foot or part of the foot
 - Poor circulation

Coverage of the footwear and inserts is limited to one of the following within one (1) calendar year:

- No more than one pair of custom-molded shoes (including inserts provided with shoes) and two additional pairs of inserts, *or*
- No more than one pair of depth shoes and three pairs of inserts (not including non-customized removable inserts provided with shoes).

Custom-molded shoes are available only through:

- **Hanger Prosthetics and Orthotics, Inc.**
- **From the Sole, Inc.**
- **Dale's Shoes and Pedorthics**

TO REQUEST THIS SERVICE: Medical doctor (MD) or doctor of osteopathy (DO) places order on a **prescription pad**, including applicable covered criteria listed above. The patient should be directed to take the **prescription** to their provider of choice.

Discounts will be offered to patients who do not meet the above criteria.

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DIABETIC SHOES (Continued)

DIABETIC SHOE PROVIDERS

<p>Atlantic Foot & Ankle Associates All ages</p>	<p>21 Hospital Drive, Suite 170, Palm Coast, FL 32164</p> <p>11 Florida Park N., Palm Coast, FL 32137</p>	<p>Ph: 386-586-7373 Fax: 386-586-7346</p> <p>Ph: 386-445-4734 Fax: 386-445-8411</p>
<p>Dale's Shoes and Pedorthics #008743 All ages</p>	<p>453 S. Nova Road, Ormond Beach, FL 32174</p>	<p>Ph: 386-252-2138 Fax: 386-252-0928</p>
<p>From the Sole, Inc. Custom-molded shoes available</p>	<p>1520 Ridgewood Ave., Holly Hill, FL 32117</p>	<p>Ph: 386-672-9394 Fax: 386-672-4310</p>

DIABETES EDUCATION

Prior authorization from the FHCP Central Referrals Department is not needed. Providers should send a referral order through the EHR or by completing the “FHCP Diabetes & Nutritional Counseling Form” found at [Referrals, Prior Authorizations, and Orders](#). Completed form with ICD-10 code should be faxed to FHCP Nutrition & Health Education Department at **386-238-3228**. Patients may also self-refer, but a provider referral is encouraged.

<p>Cari Rivas, DHA, RDN, LDN, CPHQ, BC-ADM, CDCES Wanda Edwards, RN-BC, BSN, MSHS Anna Bartz, MS, RDN, LDN Deborah Kelleher, MS, RDN, LDN Kathleen MacNeill, MSN, RN, BC-ADM, CDCES Tiffany McClure, RDN, LDN Catherine Robinson, MS, RDN, LDN, CDCES</p> <p>Adults only</p>	<p>FHCP Nutrition & Health Education Department 330 N. Clyde Morris Boulevard, Suite 9, Daytona Beach, FL 32114</p> <p>Class locations include: Daytona Beach, Titusville, Lake Mary, St. Augustine, and other FHCP Centers in Flagler, Seminole, Brevard, and Volusia Counties as needed. Classes may also be held on an individual basis, depending on need.</p>	<p>Ph: 386-676-7133 Fax: 386-238-3228</p>
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Services provided include, but are not limited to:

- **Diabetes Education (10 hours – day, evening, and one-on-one)**
- **Prediabetes Education (Diabetes Prevention)**
- **Gestational Diabetes Education**
- **Carbohydrate Counting**
- **Insulin Start**
- **CSII Pump Management and Continuous Glucose Management Systems (CGMS)**
- **Medical Nutrition Therapy**
- **Hyperlipidemia**
- **Chronic Kidney Disease**
- **Hypertension**
- **Nutritional Game Plan – Refresher courses**

DIALYSIS SERVICES

Prior authorization from the FHCP Central Referrals Department is not needed. The nephrologist's office should call the dialysis center directly to schedule the appointment. An FHCP referral form is not needed.

Fresenius Kidney Care Palm Coast	515 Palm Coast Parkway SW, Suite 2, Palm Coast, FL 32137	Ph: 386-447-4477 Fax: 386-447-4476
DaVita Palm Coast Home Training	80 Pinnacles Drive, Suite 1000, Palm Coast, FL 32164	Ph: 386-586-7399 Fax: 386-586-2975
DaVita Preserve Point Dialysis	57 Town Court, Suite 118, Palm Coast, FL 32164	Ph: 386-309-2885 Fax: 386-309-2904

DISEASE MANAGEMENT PROGRAMS

HEALTH, WELLNESS, AND DISEASE MANAGEMENT PROGRAMS - Prior authorization from the FHCP Central Referrals Department is not needed.

FHCP offers members a wide variety of health, wellness, and disease management programs and services at little or no cost. Participation in the programs is unlimited: members may join as many programs as desired. For more information, please visit www.fhcp.com, or call the number listed under each program below. We are available Monday through Friday, 8am to 5pm. Hearing impaired may call TRS Relay 711.

Acute Low Back and Neck Pain

This physical therapy program helps members manage acute or chronic low back or neck pain. Members 17 and up can contact Ability Health Services (all locations) directly. Co-pay/co-insurance and policy limits apply. For more information, or to obtain a list of locations, call FHCP Member Services at **386-615-4022** or **877-615-4022**.

Case Management – Coordination of Care

This is a free program offered to members who may benefit coordination of their medical, financial, and/or psychosocial needs. Our Case Managers work with members and their physicians to provide education and resources need for members to better understand and comply with their care plans. Programs other than those listed here are available to meet the member’s health care needs, including remote patient monitoring, in-home medical management, and community resources coordination. An FHCP Case Manager will help determine which programs are right for our member by calling **386-238-3284** or **877-229-4518**.

Hypertension (High Blood Pressure)

FHCP offers a free, two-hour hypertension self-management class taught by Registered Dietitians. This course focuses on the Dietary Approaches to Stop Hypertension (DASH) Diet and education on low-sodium foods. For more information and registration, call the FHCP Diabetes and Nutrition Information Department at **386-676-7133** or **877-229-4518**.

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DISEASE MANAGEMENT PROGRAMS (Continued)

Diabetes Education Program

This free, 10-hour diabetes program is recognized by the American Diabetes Association (ADA) and conducted by FHCP Registered Nurses, Registered Dietitians/Certified Diabetes Educators. The course covers a diabetes overview, complications, signs and symptoms of high and low blood sugar, lifestyle modifications, medications, nutrition, and foot, skin, and dental care. Members are also educated on monitoring guidelines for HgbA1C, blood glucose meters, blood pressure, and weight. Our Certified Diabetes Educators are also available for one-on-one appointments. For more information, contact the FHCP Diabetes and Nutrition Information Department at **386-676-7133** or **877-229-4518**.

Nutrition Game Plan for Diabetes

This free, two-hour session is recommended for members who have completed the 10-hour Diabetes Education Program. The class reinforces disease-specific nutrition education and answers questions regarding diabetes. For more information, call the FHCP Diabetes and Nutrition Information Department at **386-676-7133** or **877-229-4518**.

Diabetes Prevention Program

This free, two-hour class is designed to help our members identify risk factors for developing diabetes. Information is shared about nutrition, exercise, and behavioral strategies for prevention. A more intense diabetes prevention program is also available. For more information, call the FHCP Diabetes and Nutrition Information Department at **386-676-7133** or **877-229-4518**.

Healthy Heart Nutrition Program

This free class helps members identify risk factors for heart disease and offers tips for improving lifestyle to reduce those risks. For more information, call the FHCP Diabetes and Nutrition Information Department at **386-676-7133** or **877-229-4518**.

Osteoporosis / Osteopenia Programs

This program is for members who are at risk or have been diagnosed with osteoporosis or osteopenia. The therapists at Ability Health Services will perform an evaluation and physical assessment to determine strength, endurance, and activity level. Members may call Ability directly, as no referral is needed. Co-pay/co-insurance and policy limits apply. For more information, or to obtain a list of locations, call FHCP Member Services at **386-615-4022** or **877-615-4022**.

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DISEASE MANAGEMENT PROGRAMS (Continued)

Preferred Fitness Gym Access

This free fitness program is provided to FHCP Medicare members, certain employer groups who elect this coverage, and members who enroll in individual plans with gym access. Our eligible members have access to a variety of quality health and fitness facilities in Volusia, Flagler, Brevard, St. Johns, and Seminole counties. For a current list of facilities, visit www.FHCP.com, or call FHCP Member Services at **386-615-4022** or **877-615-4022**.

Weight Management

“Eat Right, Move Right” is a free, six-week course promoting a lifestyle-change approach to weight loss for members with a body mass index (BMI) of 27 or higher. Class topics include how to increase activity, improve eating habits, and change behaviors for permanent weight loss. Members learn how to set realistic goals, make behavior changes, use the USDA plate method, manage dining-out experiences, and change food shopping habits. For more information, call the FHCP Diabetes and Nutrition Information Department at **386-676-7133** or **877-229-4518**.

Smoking Cessation

Tobacco Free Florida (TFF) is a free, statewide smoking cessation and prevention campaign. The program is managed by the Florida Department of Health through the Bureau of Tobacco Prevention. Smokers and smokeless tobacco users interested in assistance with quitting are encouraged to call the Florida Quitline at **877-U-CAN-NOW (877-822-6669)** to speak with a Quit Coach®. To access Tobacco Free Florida’s additional quit-smoking resources, visit the Tobacco Free Florida website at www.tobaccofreeflorida.com.

DURABLE MEDICAL EQUIPMENT

ALL DURABLE MEDICAL EQUIPMENT (DME) ORDERS/REFERRALS REQUIRE:

- A PHYSICIAN SIGNATURE
- CLINICAL DOCUMENTATION OF MEDICAL NECESSITY
- LENGTH OF NEED.
- LENGTH OF NEED (nebulizers do not require length of need)

SEE SPECIFIC INSTRUCTIONS BELOW FOR EACH TYPE OF EQUIPMENT LISTED.

For custom pedorthotics, diabetic shoes, and shoe inserts, please see *DIABETIC SHOES*.

Prior authorization from the FHCP Central Referrals Department is not needed for the equipment listed immediately below. The requesting provider's office should fax the order, along with supporting documentation, directly to Apria Healthcare to order covered equipment and supplies. Documentation of supporting medical necessity should then be faxed directly to Apria for the order to be filled. All patients (regardless of group type) must meet **stringent** evidence-based medical criteria guidelines for the specific equipment or supplies being ordered. If the patient does not meet Apria's evidence-based medical care guidelines, Apria will refer the case to the FHCP Referral Central Department for review. Nebulizers do not require length of need.

<p>Apria Healthcare, Inc. #011216</p> <ul style="list-style-type: none"> • Wheelchairs – <i>see special instructions below for POVs and electric wheelchairs</i> • Walkers and canes • Mastectomy bras • Nebulizers • CPAP machines and supplies • Mattress gel overlays and pads • Oxygen – <i>see special instructions below</i> 	<p>771 Fentress Boulevard, Suite 1F, Daytona Beach, FL 32114</p> <p>1731 Dobbs Road, Suite 9, St. Augustine, FL 32084</p> <p style="text-align: center;">Number for CPAP Supplies Phone: (877) 265-2426</p> <p style="text-align: center;">Number for Enteral Supplies Phone: (844) 260-1788</p>	<p>Customer Service Ph: 1-888-494-4647 Fax: 386-673-4403</p>
<p>Oxygen – To request oxygen for an FHCP member, please supply one of the following: an arterial blood gas study performed within 30 days of the order (if not conducted prior to a hospital discharge); an arterial oxygen saturation; 6-minute walk results; or O₂ saturation on room air (must be below 88). If the oxygen order is for one night only, an overnight oximetry is all that will be required. The order must indicate the liter flow and indicate frequency (i.e., only at night, 24 hours per day, etc.)</p>		
<p>Power-Operated Vehicles / Electric Wheelchair Orders – See next page</p>		

DURABLE MEDICAL EQUIPMENT – SPECIAL

<p>Apria Healthcare, Inc. #011216</p> <ul style="list-style-type: none"> • Power-operated vehicles (POVs) • Electric wheelchairs 	<p>771 Fentress Boulevard, Suite 1F, Daytona Beach, FL 32114</p> <p>1731 Dobbs Road, Suite 9, St. Augustine, FL 32084</p> <p style="text-align: center;">Number for CPAP Supplies Phone: (877) 265-2426</p> <p style="text-align: center;">Number for Enteral Supplies Phone: (844) 260-1788</p>	<p>Customer Service Ph: 1-888-494-4647 Fax: 386-673-4403</p>
<p>FHCP follows evidence-based medical criteria guidelines for the eligibility of Power-Operated Vehicles (POVs) and Electric Wheelchairs for all members (Medical and Commercial). Therefore, <i>prior to submitting</i> a referral to Apria Healthcare, the members must complete a Power-Operated Vehicle Physical Therapy Evaluation specific to the need for and use of the equipment. Outpatient Rehabilitation instructions and locations can be found in this directory. The physical therapist will evaluate the patient for appropriateness of the requested equipment. Documentation of supporting medical necessity should then be faxed directly to Apria for the order to be filled. If the patient does not meet evidence-based medical guidelines, Apria Healthcare will refer the case to the FHCP Central Referral Department for review.</p>		

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DURABLE MEDICAL EQUIPMENT – SPECIAL – (Continued)

EXCEPTIONS REQUIRING PRIOR AUTHORIZATION INCLUDE:

- VACUUM-ASSISTED CLOSURE DEVICES – See *Hyperbaric Oxygen Therapy (HBO) and Vacuum-Assisted Closure Devices* found in the *WOUND CARE* section of this document
- BONE GROWTH STIMULATORS – See *Bone Growth Stimulators*
- NEUROMUSCULAR STIMULATORS
- SPLINTING SYSTEMS – See *Braces / Orthotics / Prosthetics*
- SEE CARDIOVERTER DEFIBRILLATOR SERVICES

FOR EXCEPTIONS NOTED ABOVE: Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

EAR, NOSE, AND THROAT (ENT)

Prior authorization from the FHCP Central Referrals Department is not needed *except as indicated below*. The requesting provider will send a referral order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

For hearing loss, vertigo, and tinnitus, an audiogram must be completed before scheduling the appointment. For sinusitis, a sinus CT, limited without contract, must be completed prior to the appointment. See *Diagnostic Testing* for instructions.

<p>Perrin C. Clark, MD #0548141 Jane T. Dillon, MD #079508 Joseph P. Mirante, MD #001948 Narges Mazloom, DO #048397 Michael Munier, MD #000024 Anthony Tucker, MD #044370 All ages</p>	<p>Coastal Ear, Nose, & Throat, PA 3 Pine Cone Drive, Suite 105, Palm Coast, FL 32137</p>	<p>Ph: 386-677-8808 Fax: 386-222-0769</p>
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NASAL AND SINUS ENDOSCOPY PROCEDURES **REQUIRE PRIOR AUTHORIZATION IF PERFORMED IN AN AMBULATORY SURGICAL CENTER.** Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling. *Endoscopy procedures performed in the office do not require prior authorization.*

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

ECHOCARDIOGRAMS

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Florida Health Care Plans (N) Ultrasound Departments</p>	<p>FHCP Daytona Beach 350 N. Clyde Morris Blvd., Suite 5, Daytona Beach, FL 32114</p> <p>FHCP Palm Coast 309 Palm Coast Parkway, Palm Coast, FL 32137</p> <p>FHCP Palm Coast 145 City Place, Palm Coast, FL 32164</p>	<p>All locations: Ph: 386-238-3270 Ph: 800-321-1227, Ext 3303 Fax: 386-238-3256</p>
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Legend:

- (H) – Outpatient hospital department or facility
- (N) – Outpatient non-hospital department or facility

Out of pocket costs may vary, depending on location or benefit plan

ELECTROENCEPHALOGRAM (EEG TESTING)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Halifax Health #00Y007 (H)	201 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-238-2251 Fax: 386-238-2252
AdventHealth Palm Coast #00Y015 (H)	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-586-4402 Fax: 386-917-5576

EEG TESTING – VIDEO

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling. **Services for 24-72-hour ambulatory EEG video monitoring shall be rendered in the physician’s office or the member’s place of residence.**

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Mandeep Garewal, MD #011986 Ages 25+	Neurologic Consultants 325 N. Clyde Morris Boulevard, Suite 390, Ormond Beach, FL 32174	Ph: 386-676-6335 Fax: 386-256-7629
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Legend: (H) – Outpatient hospital department or facility
(N) – Outpatient non-hospital department or facility
Out of pocket costs may vary, depending on location or benefit plan

EEG TESTING – MOBILE SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling. **Services shall be rendered in the member’s place of residence.**

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Coastal Diagnostics Group #037343 <i>Mobile EEG continuous recording (with or without video) and interpretation</i> Ages 3+	927 Beville Road, Suite 106, South Daytona, FL 32119	Ph: 469-995-8416 Fax: 386-523-8032
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ELECTROCARDIOGRAM (EKG)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. **Write the EKG order and ICD-10 (diagnosis) code on a prescription pad and give to the member to present at the time of their test.**

Florida Health Care Plans Daytona Beach (N) No appointment necessary	FHCP Daytona Beach Cardiology Department 350 N. Clyde Morris Blvd., 2 nd Floor, Daytona Beach, FL 32114	Ph: 386-238-3289 Fax: 386-238-3296
Florida Health Care Plans Palm Coast (N) By appointment only.	309 Palm Coast Parkway, Palm Coast, FL 32137	Ph: 386-447-9685 Fax: 386-446-3222
Florida Health Care Plans Holly Hill (N) By appointment only.	1510 Ridgewood Avenue, Holly Hill, FL 32117	Ph: 386-676-7136 Fax: 386-676-7181
Flagler Health+ (H)	400 Health Park Blvd., St. Augustine, FL 32086	Ph: 904-819-5155 Fax: 904-819-4961
St. Augustine Imaging (N)	190 Southpark Blvd., Ste. 101, St. Augustine, FL 32086	Ph: 904-827-9191 Fax: 904-827-9171

Legend:

- **(H) – Outpatient hospital department or facility**
- **(N) – Outpatient non-hospital department or facility**

Out of pocket costs may vary, depending on location or benefit plan

EMERGENCY FACILITIES

Prior authorization from FHCP Central Referrals is not needed.

For emergency department admissions or 23-hour observation care, identify the member's assigned FHCP PCP and contact the PCP to discuss the case. After 5pm, or on weekends or holidays, contact the FHCP After Hours Call Center at **386-226-4542** or via fax at **386-258-4858**.

Pediatric admissions are available **ONLY** at the **Halifax Health Daytona Beach (North Clyde Morris)** location.

Halifax Health #00Y007 Pediatric admissions available ONLY at the Daytona Beach location.	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114 1041 Dunlawton Avenue, Port Orange, FL 32127	Ph: 386-454-4303 Fax: 386-254-4133 Ph: 386-322-4700
AdventHealth Palm Coast #00Y015	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-586-4402 Fax: 386-917-5576
Flagler Health+	400 Health Park Blvd., St. Augustine, FL 32086	Ph: 904-819-5155 Fax: 904-819-4961

ELECTROMYOGRAPHY (EMG)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Kenneth Derbenwick, MD #000694	Florida Health Care Plans Daytona Beach 350 N. Clyde Morris Boulevard, Daytona Beach, FL 32114 Health Information Management fax: 386-481-5009	Ph: 386-238-3244 Fax: 386-238-3269
Brahmananda R. Yadlapalli, MD #089276	Florida Health Care Plans Palm Coast 315 Palm Coast Parkway NE, Suite 4, Palm Coast, FL 32137 Health Information Management fax: 386-481-5009	Ph: 386-445-7073 Fax: 386-246-3839

ENDOCRINOLOGY

Prior authorization from FHCP Central Referrals is not needed *except as indicated below*. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Silvia Cuadra, MD #074063 Ages 18+ Health Information Management fax: 386-481-5009	Florida Health Care Plans Daytona Beach Endocrinology 350 N. Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114	Ph: 386-763-1000 Fax: 386-481-6399
Gerald Miceli, MD #005608 Ages 18+ Health Information Management Fax: 386-481-5009	Florida Health Care Plans Palm Coast Endocrinology 309 Palm Coast Parkway NE, Suite 2, Palm Coast, FL 32137 Florida Health Care Plans Ormond Beach Endocrinology 300 Clyde Morris Boulevard, Ormond Beach, FL 32174	Both locations: Ph: 386-317-8620 Fax: 386-317-8625

ENDOCRINOLOGY

THE PROVIDERS/LOCATIONS BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Poonam Kapadia, MD #094265 Ages 18+	UF Health Endocrinology at Halifax 311 N. Clyde Morris Boulevard, Suite 580, Daytona Beach, FL 32114	Ph: 386-241-1000 Fax: 386-241-1001
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EVENT MONITOR

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Additional cardiac monitors can be found under *Cardiac Monitoring* in this document.

Florida Health Care Plans Daytona Beach EKG Technician	350 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-238-3200, Ext. 3352 Fax: 386-238-3210
Florida Health Care Plans Palm Coast EKG Technician	309 Palm Coast Parkway, Palm Coast, FL 32137	Ph: 386-447-9685 Fax: 386-446-3222

EXTENDED HOURS CARE CENTERS (EHCC)

ALL FHCP EXTENDED HOURS CARE CENTERS OFFER APPOINTMENTS (SAME DAY AVAILABLE) AND ACCEPT WALK-INS. Call the center below or call FHCP Central scheduling at 386-676-7198 for an appointment. **Prior authorization is not needed.**

HOURS OF OPERATION FOR THE FHCP EXTENDED HOURS CARE CENTERS BELOW: Monday – Friday, 7am to 7pm Saturdays, 8am to 12 noon		
Florida Health Care Plans EHCC Daytona Beach	350 North Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114	Ph: 386-238-3221 Fax: 386-235-3232
Florida Health Care Plans EHCC Edgewater	239 N. Ridgewood Avenue, Edgewater, FL 32132	Ph: 386-427-4868 Fax: 386-481-6591
Florida Health Care Plans EHCC Orange City	2777 Enterprise Road, Orange City, FL 32763	Ph: 386-774-2550 Fax: 386-774-5667
Florida Health Care Plans EHCC Ormond Beach	461 S. Nova Road, Ormond Beach, FL 32174	Ph: 386-671-4337 Fax: 386-671-1127
HOURS OF OPERATION FOR THE FHCP EXTENDED HOURS CARE CENTERS BELOW: Monday – Friday, 7am to 7pm		
Florida Health Care Plans EHCC Deland	937 N. Spring Garden Avenue, Deland, FL 32720	Ph: 386-736-1948 Fax: 386-734-4571
Florida Health Care Plans Port Orange	740 Dunlawton Avenue, Port Orange, FL 32127	Ph: 386-763-1000 Fax: 386-481-6399

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EXTENDED HOURS CARE CENTERS (EHCC) – (Continued)

Extended-Hour Primary Care Services Only

Members will be charged the appropriate copayment as listed in the copayment section of their FHCP Member Handbook.

<p>MediQuick Urgent Care Centers Ages 4+</p>	<p>6 Office Park Drive, Palm Coast, FL 32137</p> <p>140 Pinnacles Drive, Palm Coast, FL 32164</p>	<p>Ph: 386-447-6615 Fax: 386-447-1266</p> <p>Ph: 386-597-2829 Fax: 386-313-1923</p>
<p>Halifax Health Express Care Clinics All ages</p> <p>HECN Members Only</p>	<p>Halifax Health Express Care Ormond Beach 1688 W. Granada Boulevard, Suite 2A, Ormond Beach, FL 32174</p> <p>Halifax Health Express Care Daytona Beach Shores 3048 South Atlantic Avenue, Daytona Beach Shores, FL 32118</p>	<p>Ph: 386-425-4460 Fax: 386-425-4461</p> <p>Ph: 386-845-5450 Fax: 386-845-5454</p>

For additional after-hours services, see *URGENT CARE SERVICES*.

FLIGHT PHYSICALS – Federal Aviation Administration (FAA) Physicals

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Elizabeth Le, MD #10G373 All FHCP Members	Florida Health Care Plans Daytona Beach 350 N. Clyde Morris Blvd., 1 st Floor, Daytona Beach, FL 32114	Ph: 386-238-3221 Fax: 386-238-3235
Ryan Rees, MD #011254 Non-Medicare FHCP members only	201 N. Clyde Morris Blvd., Suite 240, Daytona Beach, FL 32114	Ph: 386-425-4822 Fax: 386-255-0140

GASTROENTEROLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. **Please send EKG if completed within the past year.** Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

For Pediatric Gastroenterology, see **PEDIATRIC SUB-SPECIALTIES – GASTROENTEROLOGY.**

<p>Beatrice Bratu, MD #005470 Ammar Hemaidan, MD #000104 Brian Hudes, MD #077419 Saud El-Sayed Suleiman, MD #001166 Hassan Zulfiqar, MD #009959 Ages 18+ Health Information Management Fax: 386-481-5009</p>	<p>Advanced GI 1890 LPGA Boulevard, Suite 270, Daytona Beach, FL 32117 315 Palm Coast Parkway, Suite 5, Palm Coast, FL 32137</p>	<p>Both locations: Ph: 386-763-4920 Fax: 386-763-4939</p>
<p>Joseph McKinley, MD #10L528 Wallace Combs, MD #112551 Issam Nasr, MD #10S757 Ages 18+ <i>EPN Triple Option members only</i></p>	<p>Advent Health Medical Group Gastroenterology at Palm Coast 60 Memorial Medical Parkway, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 1800-B, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 2815, Palm Coast, FL 32164 120 Pinnacles Drive, Suite 1, Palm Coast, FL 32164</p>	<p>Ph: 386-589-1955 Fax: 386-246-3615 Ph: 386-589-1955 Fax: 386-586-1772 Ph: 386-586-1810 Fax: 386-586-1811 Ph: 386-586-6611 Fax: 386-586-6633</p>

GENETIC COUNSELING

Genetic Counseling, across the board, no longer requires prior authorization from Florida Health Care Plans, **as long as the counseling is performed by the referring provider or by Informeddna (IDNA), Florida Health Care Plans' In-Network Genetic Counseling provider.**

Genetic counseling orders may be sent directly to IDNA by fax to 760.203.1194 or online at [IDNA Refer A Patient](#)

Informeddna (IDNA) #079436	11 2 nd Ave NE Suite 700 St. Petersburg, FL 33701	Centralized Phone & Fax 800 / 975-4819 Fax: 760 / 203-1194
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GENETIC TESTING

Prior Authorization is not required for the following genetic tests, **as long as the specimens are processed by Quest Diagnostic Laboratories.**

Providers may send patient orders directly to a FHCP Lab or to a Quest Patient Center for lab draws.

- Solid Core Tumor Panel
- PD-L 1
- Comprehensive Hereditary Panel - 66 Gene
- QUAD Screen
- QNatal
- Prenatal Carrier Screen (CF, Fragile X, SMA)

All other genetic tests or lab orders for any other laboratory other than Quest Diagnostic Laboratories will require prior authorization from Florida Health Care Plans.

For questions regarding other genetic tests please contact Florida Health Care Plans Central Referral Department at 386 / 238-3230

Genetic Counseling, across the board, no longer requires prior authorization from Florida Health Care Plans, **as long as the counseling is performed by the referring provider or by Informeddna (IDNA), Florida Health Care Plans' In-Network Genetic Counseling provider.**

Genetic counseling orders may be sent directly to IDNA by fax to 760.203.1194 or online at [IDNA Refer A Patient](#)

GLUCOMETERS

Prior authorization from FHCP Central Referrals is not needed.

For FHCP Members: New and replacement glucometers (blood glucose meters) are available to diabetic FHCP members at their FHCP PCP office or at any of the FHCP Extended Hours Care Centers listed below. If our FHCP member is a patient of a network PCP and needs a new or replacement glucometer, the member may pick up a meter at any of the FHCP Extended Hours Care Centers listed below.

For Fee for Service clients: Fee for Service clients must have a prescription and obtain their glucometer from the place where their insurance plan directs them.

Volusia Health Networks (VHN) patients should call Karen Albregtse with VHN at 386-239-2322 to obtain a meter.

A member or their representative may pick up a glucometer if they know how to use it.

NOTE: Glucometer training must be provided for all newly diagnosed diabetic members and American Diabetes Association (ADA) recognized diabetes education classes offered. Members may receive glucometer training at their PCP office or at one of our EHCC locations listed below.

Diabetes education, other training requests, or any issues should be directed to the **FHCP Diabetes and Nutrition Education Department** at **386-676-7133**, or **877-229-4518** (fax: 386-238-3228).

FHCP Extended Hours Care Center Daytona Beach 350 North Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114 Ph: 386-238-3221	FHCP Extended Hours Care Center Ormond Beach 461 S. Nova Road, Ormond Beach, FL 32174 Ph: 386-671-4337
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GYNECOLOGY & WELL WOMAN'S ASSESSMENTS

Prior authorization from FHCP Central Referrals is not needed. Routine well-woman and gynecological exams may be provided by either a gynecologist or the member's PCP. Female members may directly call the selected provider below to schedule an appointment. A provider's referral is not necessary.

Steven J. Brown, MD #000075 All ages	Palm Coast Women's Center 21 Hospital Drive, Suite 270, Palm Coast, FL 32164	Ph: 386-437-5959 Fax: 376-437-5390
Jesse Greenblum, MD #061149 Ages 12+	Halifax Health Family & Sports Medicine 201 Clyde Morris Boulevard, Suite 200, Daytona Beach, FL 32114	Ph: 386-425-4165 Fax: 386-255-0140
Patricia Modad, MD #10T904 Ages 16+	Palm Coast OB/Gyn 7 Boulder Rock Drive, Suite 4, Palm Coast, FL 32137	Ph: 386-447-6831 Fax: 386-447-6834

GYNECOLOGIC ONCOLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

[See Gynecologic Oncology instructions for additional Providers needing Prior Authorization.](#)

Kelly Molpus, MD #011164 (Medical & Gyn only) Ages 18+	Halifax Medical Oncology Associates 303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-425-4034 Fax: 386-425-7704
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IMPORTANT NOTE: If appointments are not available with Dr. Molpus, please fax a prior authorization request to FHCP Central Referrals Department at **386-238-3253** for consideration for the patient to be seen at Mayo Clinic in Jacksonville, Florida.

GYNECOLOGIC ONCOLOGY

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the home health care provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386-238-3230** to discuss urgent cases with a clinician, rather than faxing the request.

HEMATOLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Walter J. Durkin, MD #003875 Ages 18+ Health Information Management fax: 386-481-5009	Florida Health Care Plans Daytona Beach 350 N. Clyde Morris Boulevard, 2 nd Floor, Daytona Beach, FL 32114	Ph: 386-238-3200 Fax: 386-238-3216
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HEPATITIS C SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Please include recent lab and Metavir score (through liver biopsy or Fibrosure), as well as genotype, viral load, and treatment history. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

FHCP is managing curative treatment of chronically infected HCV patients through our CAN Community HCV Clinic. Non-Medicare and Exchange (ACA) members with a Metavir score of F3-F4 are eligible for treatment with Direct Acting Antivirals (DAA). Medicare members are eligible for treatment regardless of Metavir score.		
Anil Suryaprasad, MD #085974 Ages 18+ Mobile medical unit available.	CAN Community Health, Inc. 1435 Dunn Avenue, Suite 101, Daytona Beach, FL 32114	Ph: 386-274-7651 Fax: 877-242-5455

HEPATOBILIARY SERVICES

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Mark Johnson, MD #065795 Ages 18+	Halifax Healthcare Systems 311 N. Clyde Morris Boulevard, Suite 360, Daytona Beach, FL 32114	Ph: 386-425-4650 Fax: 386-425-7510
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HIDA (CHOLESCINTIGRAPHY) SCAN

REQUIRES PRIOR AUTHORIZATION. Please complete the "FHCP Referral Form" found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP's Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

HIV (HUMAN IMMUNODEFICIENCY VIRUS)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Dana Barnes, MD #070079 Anil Suryaprasad, MD #085974 Ages 18+ Mobile medical unit available.</p>	<p>CAN Community Health, Inc. 1435 Dunn Avenue, Suite 101, Daytona Beach, FL 32114</p>	<p>Ph: 386-274-7651 Fax: 877-242-5455</p>
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HOLTER MONITOR

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Additional cardiac monitors can be found under *Cardiac Monitoring* in this document.

<p>Florida Health Care Plans Daytona Beach EKG Technician</p>	<p>FHCP Daytona Beach Cardiology Department 350 N. Clyde Morris Blvd., 2nd Floor, Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3289 Fax: 386-238-3296</p>
<p>Florida Health Care Plans Palm Coast EKG Technician</p>	<p>309 Palm Coast Parkway, Palm Coast, FL 32137</p>	<p>Ph: 386-447-9685 Fax: 386-446-3222</p>
<p>CardioNet <i>To be connected and disconnected by trained FHCP personnel only.</i> Monitoring system is staffed 24/7/365.</p>	<p>2476 Swedesford Road, Suite 350, Malvern, PA 19355 1 Electronics Drive, Mercerville, NJ 08619 4430 Rosewood Drive, Suite 200, Pleasanton, CA 94588 175 Pinelawn Road, Melville, NY 11747</p>	<p>All locations: Ph: 866-426-4402 Fax: 855-560-7774</p>

HOME BIRTH SERVICES

Prior authorization is not needed. Members may self-refer to this specialty and will be able to call to schedule appointments without an order from their physician.

Mama Mia Midwifery #123365 Ages 16 to 45 Does not accept Medicare.	10268 Park Row Court, Orlando, FL 32832 <i>Services are rendered at the member's home.</i>	Ph: 425-772-6213 Fax: 321-319-9713
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HOME HEALTH CARE

The requesting provider will call the home health care agency below directly to make arrangements. **The home health care company will then obtain authorization from the FHCP Case Management Department at 386-676-7187.**

AccentCare Home Health of Daytona #011810 Ages 18+ FHCP members residing in Volusia and Flagler Counties only.	1200 W. Granada Boulevard, Suite 4, Daytona Beach, FL 32174	Ph: 386-872-4700 Fax: 800-475-9082
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HOME INFUSION PHARMACIES

REQUIRES PRIOR AUTHORIZATION. Providers should contact the FHCP Case Management Utilization Review Department at **386-676-7187** or **866-686-7187**. For after-hours or holiday **authorizations**, call the FHCP Call Center at **386-226-4542**.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Holly Hill Pharmacy	1702 Ridgewood Avenue, Holly Hill, FL 32117	Ph: 386-677-7377 Ph: 844-677-0739
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HOME SLEEP STUDIES

INSTRUCTIONS: Prior authorization from the FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office or the member can call after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

SNAP Diagnostics #053477 All ages	616 Atrium Dr., Ste 100, Vernon Hills, IL 60061	847 / 777-0000 Fax: 847 / 465-3401
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HOSPICE

NON-MEDICARE MEMBERS ONLY REQUIRE PRIOR AUTHORIZATION. Providers should contact the FHCP Case Management Utilization Review Department at **386-676-7187** or **866-686-7187**. For after-hours or holiday authorizations, call the FHCP Call Center at **386-226-4542**.

Medicare patients, their representatives, or their providers, may call any Medicare-certified hospice of their choice for an evaluation. The FHCP Case Management Utilization Review Department must be notified of all hospice admissions (Medicare and commercial) by calling **386-676-7187** or **866-686-7187**.

Halifax Health Hospice	Care Center Locations: 235 Booth Road, Ormond Beach, FL 32174	Ph: 386-425-8950 Fax for all locations: 386-425-7864
	Office Locations: 168 W. Granada Boulevard, Ormond Beach, FL 32174	Ph: 386-425-7900
	110 Flagler Plaza Drive, Palm Coast, FL 32137	Ph: 386-446-0300
AdventHealth Hospice Care	770 West Granada Boulevard, Suite 304, Ormond Beach, FL 32174	Ph: 386-671-2138 Fax: 386-672-0314

HOSPITAL ADMISSIONS

Direct Admissions: Providers with admitting privileges should contact FHCP’s Admission Coordinator at **386-676-7187** Monday – Friday 8am to 5pm for pre-admission evaluations and verification of direct admissions from the provider’s office. After 5pm or on weekends or holidays, please call FHCP’s After Hours Call Center at **386-226-4542** or fax **386-258-4858**.

If the admitting physician does not have admitting privileges, the physician should all the FHCP contracted hospitalist group assigned to that facility for coverage. See “Hospitalist” for a list of locations.

Emergency Department Admissions or 23-hour Observation cases: Contact the FHCP member’s PCP to discuss the case. After 5pm or on weekends or holidays, please call FHCP’s After Hours Call Center at **386-226-4542**.

<p>Halifax Health #00Y007 Pediatric admissions available at Halifax Daytona Beach only.</p>	<p>303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114 1041 Dunlawton Avenue, Port Orange, FL 32127</p>	<p>Ph: 386-425-4000 Fax: 386-254-4113 Ph: 386-425-4700</p>
<p>AdventHealth Palm Coast #00Y015</p>	<p>60 Memorial Medical Parkway, Palm Coast, FL 32164</p>	<p>Ph: 386-437-2211 Fax: 386-586-4627</p>
<p>AdventHealth Daytona Beach #00Y015</p>	<p>301 Memorial Medical Parkway, Daytona Beach, FL 32117</p>	<p>Ph: 386-231-3034 Fax: 386-676-6077</p>
<p>AdventHealth Palm Coast Parkway</p>	<p>1 AdventHealth Way, Palm Coast, FL 32137</p>	<p>Ph: 386-302-1800 Fax: n/a</p>

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HOSPITAL ADMISSIONS – (Continued)

INPATIENT (ACUTE) REHABILITATION FACILITIES

REQUIRES PRIOR AUTHORIZATION. Providers should contact the FHCP Case Management Utilization Review Department at **386-676-7187** or **866-686-7187**. For after-hours or holiday authorizations, call the FHCP Call Center at **386-226-4542**.

AdventHealth Daytona Beach Inpatient Rehab	301 Memorial Medical Parkway, 12 th Floor, Daytona Beach, FL 32117	Ph: 386-231-5023 Fax: 386-231-1298
Halifax Health and Brooks Center for Inpatient Rehabilitation	303 N. Clyde Morris Boulevard, Floors 8 & 9, Daytona Beach, FL 32114	Ph: 386-425-5817 Fax: 386-425-5801
Kindred Hospital North Florida #00YP41 All ages	801 Oak Ave., Green Cove Springs, FL 32043	904 / 284-9230 Fax: 904 / 284-6612

LONG-TERM ACUTE CARE HOSPITAL ADMISSIONS

REQUIRES PRIOR AUTHORIZATION. Providers should contact the FHCP Case Management Utilization Review Department at **386-676-7187** or **866-686-7187**. For after-hours or holiday authorizations, call the FHCP Call Center at **386-226-4542**.

Select Specialty Hospital – Daytona Beach #049209 Ages 18+	301 Memorial Medical Parkway, 11 th Floor, Daytona Beach, FL 32117	Ph: 386-231-3436 Fax: 386-231-5210
Kindred Hospital North Florida #00YP41 All ages	801 Oak Ave., Green Cove Springs, FL 32043	904 / 284-9230 Fax: 904 / 284-6612

HOSPITALIST

If the admitting physician does not have admitting privileges, the physician should call the FHCP contracted hospitalist group assigned to that facility for coverage. Physicians provide medical care to FHCP members and to non-FHCP patients of our FHCP PCPs who choose not to perform inpatient services.

FHCP Hospitalist Program Richard L. Braithwaite, MD, Program Director Susan P. Mathew, MD, Ph.D. Edward Schwartz, DO	Halifax Health 303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-226-4542 Fax: 386-258-4858
Halifax Pediatric Hospitalists Lindsey Johnson, MD Muhammad Youseuf Hassan, MD	Halifax Health 303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-226-4542 Fax: 386-258-4858
OB Hospitalist Group, LLC	Halifax Health 303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-425-5200 Fax: 386-425-7535
FHCP Physicians – Hospitalist Services George L. Ehringer, MD Erika Faile, MD Jason Harmon, MD Harjot Kahlon, MD Alfonza McCollum, MD	AdventHealth Daytona Beach 301 Memorial Medical Parkway, Daytona Beach, FL 32117	Ph: 386-226-4542 Fax: 386-258-4858
Sound Inpatient Physicians, Inc.	AdventHealth Palm Coast 60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-586-2000
Volusia Hospitalists, PLC	301 Memorial Medical Parkway, Daytona Beach, FL 32117	Ph: 386-676-0255 Fax: 386-676-2555

HYPERBARIC OXYGEN THERAPY & VACUUM-ASSISTED CLOSURE DEVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at <https://www.fhcp.com/for-providers/> under the *Referrals, Prior Authorizations, and Orders* tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Please refer to the *WOUND CARE* section of this document for instructions on ordering these services.

INFECTIOUS DISEASES

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

SEE ALSO: HIV (HUMAN IMMUNODEFICIENCY VIRUS)

Alexandra A. Crossman, MD #038593 <i>Limited availability. Ages 18+</i>	FHCP Ormond Beach 300 Clyde Morris Boulevard, Suite A, Ormond Beach, FL 32174	Ph: 386-317-8620 Fax: 386-317-8625
Dana Barnes, MD #070079 Douglas Brust, MD #128407 Ages 18+ Mobile medical unit available.	CAN Community Health, Inc. 1435 Dunn Avenue, Suite 101, Daytona Beach, FL 32114	Ph: 386-274-7651 Fax: 877-242-5455
Volusia County Health Department #00P421 All ages	1845 Holsenback Drive, Daytona Beach, FL 32117	Ph: 386-424-2065 386-274-0800

INFECTIOUS DISEASES – PEDIATRICS

REQUIRES PRIOR AUTHORIZATION. All pediatric subspecialists require prior authorization. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

For assistance in securing pediatric subspecialty care, you may contact FHCP Central Referrals at **386-238-3260** or **800-352-9824, extension 3230**.

INFUSION CLINICS

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the facility below for information and instructions. The patient must have a written order from the physician. Scheduling is by appointment only.

Florida Health Care Plans Daytona Beach	350 N. Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114	Ph: 386-238-3297 Fax: 386-238-3274
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INFUSION SERVICES – INFUSION PUMPS FOR CHEMOTHERAPY

Prior authorization from FHCP Central Referrals is not needed. The requesting oncologist should contact the representative below to order supplies for the FHCP member.

Walter Schytte, Representative	InfuSystem, Inc. 960 Turnpike Street, Unit 20, Canton, MA 02021	Ph: 407-488-3491
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INJECTION CLINIC

Prior authorization from FHCP Central Referrals is not needed. The requesting provider may call the selected facility below for information and instructions. Scheduling is by appointment only.

Florida Health Care Plans Daytona Beach	350 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-238-3297 Fax: 386-238-3274
Florida Health Care Plans Palm Coast	309 Palm Coast Parkway, Palm Coast, FL 32137	Ph: 386-445-7073 Fax: 386-447-7092

INSULIN PUMPS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach lab results requested below along with documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling. FHCP follows CMS and Milliman Care Guidelines for approving insulin pumps.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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INSULIN PUMPS - (Continued)

SEE SPECIAL INSTRUCTIONS ON PAGE 1 OF 2 PAGES.

CRITERIA A:

- Diagnosis of diabetes mellitus type 1 that is obvious or documented by a fasting C-peptide level that is $< / =$ to 110% of the lower limit of the normal laboratory's measurement method, or positive GAD or insulin auto-antibodies; or
- Diagnosis of diabetes mellitus type 2 manifested by wide fluctuations in blood sugars, or severe insulin resistance with inadequate glycemic control (i.e., HgbA1c $> 7\%$ despite multiple insulin injections with > 50 units per day, plus or minus oral agents); and
- Completion of a comprehensive diabetes education program (10-hour ADA-recognized self-management class, or equivalent), within the past three years, to include carbohydrate counting by RD CDE. (See *DIABETES EDUCATION* in this document for more information.) Once diabetes education and carbohydrate counting has been completed, the appropriate educator will notify the physician via email or dictation within 72 hours of completion; and
- Documentation of an average of four self-glucose tests per day during the two months prior to ordering the pump; and
- An appointment with an RN Diabetes Educator for evaluation and introduction to the insulin pump; and
- Documentation of frequent adjustments of insulin dose for three months prior to the order; and
- Must meet one or more of the following:
 - HgbA1c of $>7.0\%$
 - History of recurring hypoglycemia and/or hypoglycemic unawareness
 - Wide fluctuation in blood glucose before mealtime.
 - Dawn phenomenon with fasting blood sugars frequently exceeding 200mg/dl.
 - History of severe glycemic excursions.
 - Pregnancy.

CRITERIA B:

- The diabetic patient has been on an insulin pump prior to enrollment with Florida Health Care Plans, and
- Has documented frequency of glucose self-testing and average of at least four times per day during the month prior to enrollment, and
- Has been evaluated by an endocrinologist within the last three months who recommends continuation of the insulin pump.

Member should be seen and evaluated by their treating endocrinologist* at least every three months.

*Insulin pumps may be ordered and managed only by a treating FHCP endocrinologist or a contracted pediatric endocrinologist.

All pediatric insulin pump patients under 18 years of age must be treated and managed by a pediatric endocrinologist.

INTERPRETER SERVICES

DEAF AND HARD OF HEARING SERVICES

SIGN LANGUAGE:

Deaf and Hard of Hearing Sign Language Interpreters are available to all FHCP members. The requesting provider must call an FHCP Provider Relations Coordinator at the number below at least 24 hours in advance to request a sign language interpreter.		
Florida Health Care Plans Provider Relations Coordinator	Florida Health Care Plans	Ph: 904-295-3679

TELECOMMUNICATION RELAY SERVICES:

FHCP uses the national Telecommunication Relay Services (TRS) System. TRS is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. **Please call TRS Relay directly at 711.**

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INTERPRETER SERVICES (Continued)

LANGUAGE INTERPRETERS

LANGUAGE LINE:

FHCP contracts with Language Line to assist FHCP staff and providers to better communicate with members whose primary language is other than English.

Please contact the FHCP Switchboard Operator at **386-238-3200** or **800-352-9824** to obtain a 6-digit Client ID number needed for your call. This number ensures that FHCP will be financially responsible for the service. You will need the 6-digit Client ID number to utilize the Language Line.

FHCP staff providers have a 6-digit client ID number available to them in their offices.

LANGUAGE LINE INSTRUCTIONS:

1. A call comes in from a limited-English-speaking patient or a patient requesting a specific-language interpreter, or a patient need language assistance arrives in the physician's office.
2. Use "**conference hold**" to place the limited-English-speaking caller on hold or have the patient present with you.
3. Dial Language Line at **866-874-3972**.
4. **Enter your 6-digit client ID** when prompted to do so. (Be sure to have obtained this number in advance as instructed above.)
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages
 - i. Speak the name of the language you need at the prompt.
5. An interpreter will be connected to your call.
6. **Brief the interpreter.** Give your name, phone number, and advise the interpreter that, in the event of a dropped call, to please call to conference you back in on the call. Summarize what you wish to accomplish and give any special instructions.
7. **Add the limited-English-speaking caller to the line.**
8. **Say, "End of call"** to the interpreter when the call is completed.

To hear a recorded demonstration of an over-the-phone Language Line interpretation, call the demonstration line at **800-996-8808**, or visit their website at www.LanguageLine.com.

INTERVENTIONAL RADIOLOGY

MAY REQUIRE PRIOR AUTHORIZATION. Most interventional radiology procedures require prior authorization. To determine if a specific interventional radiology procedure requires prior authorization, please call the FHCP Central Referral Department at **386-238-3253** to discuss the procedure.

If prior authorization is required, please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

LABORATORY SERVICES – ROUTINE AND STAT

No appointment is necessary at the locations listed below. FHCP requests that all members use these facilities and those on the next page for routine and STAT lab collections. Providers may make arrangements for specimen collection appointments with Quest Diagnostics by calling 888-277-8772 or online at www.QuestDiagnostics.com/appointments. Complete the Quest form and give to the patient to take to Quest at time of service.

PRIOR AUTHORIZATION IS REQUIRED FOR GENETIC TESTING. See **GENETIC TESTING** in this document for instructions.

Florida Health Care Plans Daytona Beach Laboratory Draw Station	350 N. Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114 Lab hours: Monday through Friday, 7am to 4:30pm	Ph: 386-238-3285 Fax: 386-238-3282
Florida Health Care Plans Holly Hill Laboratory Draw Station	1510 Ridgewood Avenue, Holly Hill, FL 32117 Lab hours: Monday through Friday, 7am to 3:15pm	Ph: 386-676-7136 Fax: 386-676-7181
Florida Health Care Plans Ormond Beach Laboratory Draw Station	461 S. Nova Road., Ormond Beach, FL 32174 Lab hours: Monday through Friday, 6:30am to 3pm	Ph: 386-671-4337 Fax: 386-481-6185
Florida Health Care Plans Palm Coast Laboratory Draw Station	309 Palm Coast Parkway, Palm Coast, FL 32137 Lab hours: Monday through Friday, 7am to 3:30pm	Ph: 386-447-9685 Fax: 386-446-3222
Florida Health Care Plans Palm Coast Laboratory Draw Station	145 City Place, Palm Coast, FL 32164 Lab hours: Monday through Friday, 7am to 3:30pm	Ph: 386-302-0975 Fax: 386-302-0980
Quest Diagnostics Daytona Beach	1663 N. Clyde Morris Boulevard, Suite 1, Daytona Beach, FL 32117 Lab & drug screen hours: Mon-Fri 6:30am to 3:30pm, Sat 7am-11am	Ph: 866-697-8378 Fax: 386-274-2510
Quest Diagnostics Daytona Beville	1500 Beville Road, Suite 601, Daytona Beach, FL 32114 Lab & drug screen hours: Mon-Fri 6:30am to 3:30pm	Ph: 866-697-8378 Fax: 386-255-2585
Quest Palm Coast	33 Old Kings Road N., Suite 4, Palm Coast, FL 32137 Lab hours: Mon-Fri 6am to 3pm	Ph: 866-697-8378 Fax: 386-447-5804

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LABORATORY SERVICES – ROUTINE AND STAT (Continued)

No appointment is necessary at the locations listed below. FHCP requests that all members use these facilities and those on the prior two pages for routine and STAT lab collections.

PRIOR AUTHORIZATION IS REQUIRED FOR GENETIC TESTING. See **GENETIC TESTING** in this document for instructions.

These locations are HECN providers.		
Halifax Health – Professional Building	311 N. Clyde Morris Boulevard, Daytona Beach, FL 32114 Lab hours: Monday through Friday, 6:30am to 4:15pm	Ph: 386-254-4128 Fax: 386-254-6833
Twin Lakes Medical Center	1890 LPGA Boulevard, Suite 200, Daytona Beach, FL 32117 Lab hours: Mon-Fri, 7am to 11:30am and 12:30pm-3:15pm	Ph: 386-274-1830 Fax: 386-274-2955
Halifax Health Ormond Beach	1688 W. Granada Boulevard, Ormond Beach, FL 32174 Lab hours: Monday through Friday, 7am to 12 noon	Ph: 386-615-4405 Fax: 38-676-1391

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LABORATORY SERVICES – ROUTINE AND STAT (Continued)

For STAT labs needed when all draw stations are closed, please send the FHCP member to the closest contracted hospital listed below with lab orders in hand.

PRIOR AUTHORIZATION IS REQUIRED FOR GENETIC TESTING. See **GENETIC TESTING** in this document for instructions.

Halifax Health #00Y007 Pediatric admissions available at Daytona location	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-254-4303 Fax: 386-254-4113 Ph: 386-322-4700
AdventHealth Palm Coast #00Y015	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-437-2211 Fax: 386-586-4627
AdventHealth Daytona Beach #00Y015	301 Memorial Medical Parkway, Daytona Beach, FL 32117	Ph: 386-231-3034 Fax: 386-676-6077

LABORATORY SERVICES – IN-HOME

Prior authorization from FHCP Central Referrals is not needed. The requesting provider may call the selected facility below for information and instructions.

<p>Independent Phlebotomy Services, Inc. provides home phlebotomy/lab draw services to FHCP members residing in Volusia, Flagler, and Seminole Counties. Provider should document homebound status or taxing physical effort to receive services at an outpatient laboratory.</p>		
<p>Independent Phlebotomy Services, Inc. #042041</p>	<p>977 Gardenia Drive, Daytona Beach, FL 32117</p>	<p>Ph: 386-677-8338 Fax: 386-673-5729</p>
<p>Onsite Phlebotomy Services, LLC provides phlebotomy services to eligible FHCP members ages 13+ in their homes or nursing home facilities as custodial care patients. Services are available in Volusia, Flagler, Seminole, Brevard, and Orange Counties. Provider should document homebound status or taxing physical effort to receive services at an outpatient laboratory.</p>		
<p>Onsite Phlebotomy Services, LLC #075982 Ages 13+</p>	<p>176 Ormwood Drive, Ormond Beach, FL 32176</p>	<p>Ph: 386-238-9139</p>

LACTATION SERVICES & BREASTFEEDING CLASSES

Prior authorization from FHCP Central Referrals is not needed. FHCP members may self-refer to this specialty and may call to schedule an appointment without a referral from their provider.

<p>Breastfeeding Class</p>	<p>Halifax Health Medical Center 303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-425-4000</p>
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LITHOLINK SERVICE

PRIOR AUTHORIZATION IS REQUIRED. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Litholink assists in preventing recurrent stone formation in patients. They provide laboratory services, educational materials, and physician consultation services to FHCP members.

FHCP guidelines for Litholink services are:

- All children ages 18 and younger are eligible.
- Patients ages 18+ must have two documented episodes of nephrolithiasis in the last five years.
- Litholink services may be requested by FHCP PCPs, urologists, and nephrologists.

LOOP RECORDERS

PRIOR AUTHORIZATION IS REQUIRED. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

LYMPHEDEMA CLINICS

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Ability Health Services & Rehabilitation	10 Cypress Point Parkway, Unit 106, Palm Coast, FL 32164	Ph: 386-264-6672 Fax: 386-264-6632
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IN-HOME LYMPHEDEMA SERVICES:

REQUIRES PRIOR AUTHORIZATION.

AxiomHealth Management #087258	1180 Spring Centre South Blvd., Suite 225, Altamonte Springs, FL 32714	Ph: 407-494-0644 Fax: 407-494-0644
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MAGNETIC RESONANCE IMAGING (MRI)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

EXCEPTIONS REQUIRING PRIOR AUTHORIZATION INCLUDE:

- BREAST MRI
- STEREOTACTIC BREAST BIOPSY
- ULTRASOUND-GUIDED NEEDLE BREAST BIOPSY
- GENETIC TESTING
- SESTAMIBI SCAN (ENDOCRINOLOGISTS AND CARDIOLOGISTS CAN ORDER WITH NO PRIOR AUTHORIZATION)
- CT COLONOSCOPY (VIRTUAL COLONOSCOPY)
- PILL CAMERA
- PET SCANS and PSMA-PET SCANS
- HIDA (CHOLESCINTIGRAPHY) SCANS

FOR EXCEPTIONS NOTED ABOVE: Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

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MAGNETIC RESONANCE IMAGING (MRI) – (Continued)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. **See page 1 of 2 pages for exceptions requiring prior authorization.**

AdventHealth Palm Coast #00YG80 (H)	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-586-4402 Fax: 386-917-5576
Halifax Health Medical Center Imaging Daytona #00Y007 (H)	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-254-4070 Fax: 386-425-4356
Open MRI of Daytona #000297 (N)	201 Bill France Boulevard, Daytona Beach, FL 32114	Ph: 386-254-6800 Fax: 386-254-6995
Palm Coast Imaging Center #005448 (N) Will not schedule SNF patients.	3 Pine Cone Drive, Suite 101, Palm Coast, FL 32137	Ph: 386-274-6000 Fax: 386-446-1866
Town Center Imaging #10P733 (N) <i>Will not schedule SNF patients.</i>	21 Hospital Drive, Suite 130, Palm Coast, FL 32164	Ph: 386-446-5200 Fax: 386-446-1866
Twin Lakes Imaging Center #10P735 (N) <i>Will not schedule SNF patients.</i>	1890 LPGA Blvd., Suite 110, Daytona Beach, FL 32124	Ph: 386-274-5454 Fax: 386-274-5440

Legend:

- (H) – Outpatient hospital department or facility
- (N) – Outpatient non-hospital department or facility

NOTE: Out of pocket costs may vary, depending on location or benefit plan.

MAMMOGRAPHY - DIAGNOSTIC OR SCREENING

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

AdventHealth Medical Group Radiology at Palm Coast #00YG80 (H)	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-586-4402 Fax: 386-917-5576
Palm Coast Imaging Center #005448 (N) Will not schedule SNF patients.	3 Pine Cone Drive, Suite 101, Palm Coast 32137	Ph: 386-274-6000 Fax: 386-446-1866
Radiology Associates Daytona Beach Shores #095634 (N) Mammography and Bone Density / DEXA services only	3048 S. Atlantic Ave., Ste 102, Daytona Beach Shores, FL 32118	Ph: 386-274-6000 Fax: 386-274-5095
Twin Lakes Imaging Center #10P735 (N) Will not schedule SNF patients.	1890 LPGA Blvd., Suite 110, Daytona Beach, FL 32124	Ph: 386-274-5454 Fax: 386-274-5440
East Central Florida Outpatient Imaging (N)	Town Center Imaging #10P733, 21 Hospital Dr., Ste. 130 Palm Coast, FL 32164	Ph: 386-446-5200 Fax: 386-446-1866

Legend:

- **(H)** – Outpatient hospital department or facility
- **(N)** – Outpatient non-hospital department or facility

NOTE: *Out of pocket costs may vary, depending on location or benefit plan.*

MEDICATIONS

If a medication REQUIRES PRIOR AUTHORIZATION, or is not listed in the formulary, the provider must submit a request on the “[FHCP Prior Authorization Medication Form](#).” Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and notify you of their decision.

ALL FHCP MEDICATION FORMULARIES AND AUTHORIZATION FORMS ARE AVAILABLE ONLINE at [FHCP Medication Formularies](#).

MOBILE IMAGING SERVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Mobile imaging services include:

- Doppler studies
- EKGs
- Ultrasound exams with interpretation
- Vascular ultrasound exams with interpretation
- X-rays
- 24-hour Holter monitor exams with interpretation

The member must be institutionally bound for approval of mobile imaging services (i.e., skilled nursing facility or homebound). If the patient can be transported to the nearest FHCP facility for the same imaging exam, then the facilities below cannot be utilized. Medicare guidelines are also applicable when determining if an FHCP Medicare member may qualify for mobile imaging services.

Atlantic Mobile Imaging Services, Inc. #109230 Ages 18+	1400 Hand Avenue, Suite A, Ormond Beach, FL 32174	Ph: 386-239-8270 Fax: 386-239-8273
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NEPHROLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Jaideep Hoskote, MD #037825 Ages 18+	AdventHealth Medical Group Nephrology at Palm Coast 120 Cypress Edge Drive, Suite 208, Palm Coast, FL 32164	Ph: 386-586-4460 Fax: 386-586-4461
Luke Basdeo, MD #086580 Maulik Govani, MD #094742 Ages 18+	Daytona Beach Nephrology, LLC 544 Health Boulevard, Daytona Beach, FL 32114	Ph: 386-304-8302 Fax: 386-304-8204
J. Peter Singh, MD #001889 Ages 18+	East Coast Nephrology Associates, LLC 385 Palm Coast Parkway SW, Suite 2, Palm Coast, FL 32137	Ph: 386-672-4001 Fax: 386-672-4006

NEUROLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Mary J. Derbenwick, MD #000693 Ages 12+ Health Information Management Fax: 386-481-5009</p>	<p>Florida Health Care Plans Daytona Beach 350 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3244 Fax: 386-238-3269</p>
<p>Brahmananda R. Yadlapalli, #089276 Ages 18+ Health Information Management Fax: 386-481-5009</p>	<p>Florida Health Care Plans Palm Coast 315 Palm Coast Parkway NE, Suite 4, Palm Coast, FL 32137</p>	<p>Ph: 386-445-7073 Fax: 386-246-3839</p>
<p>David Karaffa, MD #10X510 Ages 18+ <i>FHCP Medicare and EPN Triple Option members only</i></p>	<p>AdventHealth Medical Group Neurology at Palm Coast Parkway 120 Cypress Edge Drive, Suite 206, Palm Coast, FL 32164</p>	<p>Ph: 386-586-4464 Fax: 386-586-8411</p>

NUTRITIONAL EDUCATION SERVICES

Prior authorization from the FHCP Central Referrals Department is not needed. Providers should send a referral order through the EHR or by completing the “FHCP Diabetes & Nutritional Counseling Form” found at [Referrals, Prior Authorizations, and Orders](#). Completed form with ICD-10 code should be faxed to FHCP Nutrition & Health Education at **386-238-3228**. Patients may also self-refer, but a provider referral is encouraged.

Services provided include, but are not limited to:

- Eating disorders such as anorexia, bulimia, and obesity
- Food allergies
- Hyperlipidemia
- Chronic kidney disease
- Peg tube feedings
- Carbohydrate counting
- Diabetes education (please see the *Diabetes Education* section in this document)
- Medical nutrition therapy

<p>MaryBeth Curtiss, RDN, LDN, CDE, CDCES Deborah Kelleher, MS, RDN, LDN Andrea Likens, RDN, LDN, CDE, CDCES Kathleen MacNeill, MSN, RN, BC-ADM, CDCES Tiffany McClure, RDN, LDN Catherine Robinson, MS, RDN, LDN, CDCES Jennifer Badillo, RN, BSN Adults only</p>	<p>FHCP Nutrition & Health Education Department 330 N. Clyde Morris Boulevard, Suite 9, Daytona Beach, FL 32114</p> <p>Class locations include: Daytona Beach, Titusville, Lake Mary, St. Augustine, and other FHCP Centers in Flagler, Seminole, Brevard, and Volusia Counties as needed. Classes may also be held on an individual basis, depending on need.</p>	<p>Ph: 386-676-7133 Fax: 386-238-3228</p>
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OBSTETRICS

Prior authorization from FHCP Central Referrals is not needed. FHCP members may directly call the selected provider below to schedule an appointment. A provider's order is not necessary.

<p>Cynthia Baldwin, MD #011160 Marjorie Bhogal, MD #042174 Pamela Carbiener, MD #000170 Patricia C. Esquivel, MD #049161 Toby Marshall, MD #098726 Zachary Tyser, MD #063216 Jacinta Feldman, CNM #085735 Ages 10+</p>	<p>Halifax OB/Gyn Associates 1890 LPGA Boulevard, Suite 160, Daytona Beach, FL 32117</p>	<p>Ph: 386-252-4701 Fax: 386-253-9410</p>
<p>Megan Bagwell, MD #042577 Meetesh Desai, MD #112690 Ted. E. Robertson, MD #10Q518 Cecille Tapia-Santiago, MD #000793 Sergio Vignali, MD #075320 Ages 18+</p>	<p>Volusia Obstetrics & Gynecology 500 Health Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-252-5858 Fax: 386-252-4477</p>
<p>R. John Vagovic, MD #005314 All ages</p>	<p>Daytona Beach Women's Center, Inc. 311 N. Clyde Morris Boulevard, Suite 420, Daytona Beach, FL 32114</p>	<p>Ph: 386-274-1005 Fax: 386-274-5779</p>
<p>John White, MD #005158 Gyn services – ages 12+ Well-woman services – ages 18+</p>	<p>533 N. Clyde Morris Boulevard, Suite A, Daytona Beach, FL 32114</p>	<p>Ph: 386-255-0901 Fax: 386-255-4454</p>
<p>Christine DaSilva, MD #107457 John Meyers, MD #006366 All ages</p>	<p>OB/Gyn Health Center 769 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-258-0123 Fax: 386-258-6464</p>

See also **BIRTH CENTERS** and **HOME BIRTH SERVICES**.

OCULAR PROSTHETICS LAB

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Services include:

- Evaluation for ocular prosthesis/artificial eye
- Fabrication and fitting of ocular prosthesis
- Polishing and resurfacing of ocular prosthesis. FHCP does not require prior authorization for polishing and resurfacing if Medicare guidelines are met. Any services above the Medicare standard number of units per year will require prior authorization.

Ocular Prosthetics Lab, Inc.	575 W. Granada Boulevard, Suite H, Ormond Beach, FL 32174	Ph: 407-246-5451 Ph: 888-578-4788 Fax: 407-246-0222
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ONCOLOGY – MEDICAL/HEMATOLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. **Medical/Hematology Oncology Therapy requires prior authorization for FHCP Commercial members.** See that section in this document for information.

<p> Christopher Alexander, DO #002456 Karin Bigman, MD #002309 Ernesto Bustinza-Linares, MD #047974 Marinely Cruz-Amy, MD #074727 Paul Dodd III, MD #002284 Kathleen Doughney, MD #003384 Shemin Gupta, MD #038068 Eric M. Harris, DO #043960 Mudussara Khan, MD #037471 Victor W. Melgen, MD #006583 Padmaja Sai, MD #011934 Lynn Van Ummersen, MD #10J831 Zelia Bowman, M.D #125250 Lakshmi Boyapati, M.D. #144818 </p> <p>Ages 18+</p>	<p> Florida Cancer Specialists & Research Institute 224 Memorial Parkway, Suite 300, Daytona Beach, FL 32117 </p> <p>61 Memorial Medical Parkway, Suite 2812, Palm Coast, FL 32164</p> <p>61 Memorial Medical Parkway, Suite 2818, Palm Coast, FL 32164</p>	<p> Ph: 386-231-4060 Fax: 386-615-9119 </p> <p> Ph: 386-586-1860 Fax: 855-744-5701 </p> <p> Ph: 386-586-2889 Fax: 386-586-2890 </p>
<p> Muhammad Iqbal, MD #109587 Marc Warmuth, MD #061067 Joanne Dragun, M.D. #081494 </p> <p>Ages 18+</p>	<p> Cancer Specialists of North Florida 80 Pinnacles Drive, Suite 700, Palm Coast, FL 32164 </p>	<p> Ph: 386-387-8500 Fax: 386-387-8007 </p>

ONCOLOGY – MEDICAL/HEMATOLOGY THERAPY – *NON-MEDICARE MEMBERS ONLY*

PRIOR AUTHORIZATION IS REQUIRED FOR NON-MEDICARE MEMBERS ONLY. Authorization should be requested through AIM Specialty Health through their secure web portal at www.providerportal.com or by calling **844-423-0881**.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

ONCOLOGY – MEDICAL/HEMATOLOGY THERAPY – *MEDICARE MEMBERS*

Prior authorization from FHCP Central Referrals is not needed for Medicare members. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

ONCOLOGY – RADIATION

Prior authorization from FHCP Central Referrals is not needed for radiation oncology consultation services. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. **Radiation therapy requires prior authorization.** See instructions in the *Oncology – Radiation Therapy* section of this document on the next page.

<p>Alvaro Alvarez-Farinetti, MD #011745 Jeffrey Brabham, MD #061713 David Diamond, MD #061714 Brad Factor, MD #011613 Ronald J. Krochak, MD #048160 Kelly LaFave, MD #053440 Ages 18+</p>	<p>Halifax Medical Center for Oncology 303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p> <p>1688 W. Granada Boulevard, Ormond Beach, FL 32174</p> <p>1185 Dunlawton Avenue, Port Orange, FL 32127</p> <p>401 Palmetto Street, New Smyrna Beach, FL 32168</p>	<p>Ph: 386-254-4212 Fax: 386-425-4214</p> <p>Ph: 386-425-4480 Fax: 386-425-7536</p> <p>Ph: 386-425-4750 Fax: 386-425-4751</p> <p>Ph: 386-424-5038 Fax: 386-424-5081</p>
<p>Muhammad Iqbal, MD #109587 Marc Warmuth, MD #061067 Ages 18+</p>	<p>Cancer Specialists of North Florida 80 Pinnacles Drive, Suite 700, Palm Coast, FL 32164</p>	<p>Ph: 386-387-8500 Fax: 386-387-8007</p>

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ONCOLOGY – RADIATION (Continued)

Prior authorization from FHCP Central Referrals is not needed for radiation oncology consultation services. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. **Radiation therapy requires prior authorization.** See instructions in the *Oncology – Radiation Therapy* section of this document, below.

<p>Catherine Hwang, MD #048089 Afshin Foruzannia, MD #048103 Amber Orman, MD #080541 Matthew Biagiolo, MD #080541 John Bollinger, MD #064121 Ravi Shridhar, MD #10S463 Anudh Jain, MD #048092 Samir Sejpal, MD #048666 Shravan Kandula, MD #050369 Irfan Ahmed, MD #053690 Mark Harvey, MD #047586 Margarita Racska, MD #051690 Charles Hodge, MD #047587 Justin Wu, MD #092649 All ages William Assad, MD #002970 Nevine Hanna, MD #084100 John Reilly Jr., MD #089437 Aamir Hussain, MD #048088 Ages 18+ Shiv Desai, MD #075941 Ages 22+ Nagy Elsayyad, MD #145354 All ages Non-Medicare Members</p>	<p>AdventHealth Medical Group Radiation Oncology at Central Florida 301 Memorial Medical Parkway, Daytona Beach, FL 32117</p> <p>60 Memorial Medical Parkway, Palm Coast, FL 32164</p>	<p>All locations: Ph: 386-943-7160 Fax: 386-738-6824</p>
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ONCOLOGY – RADIATION THERAPY

Prior authorization required. Please request authorization through AIM Specialty Health at www.providerportal.com or by calling **844-423-0881**.

OPHTHALMOLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Annemarie N. Etienne, MD #10H655 Ages 12+</p> <p>Todd Geis, MD #000091</p> <p>F. Harold Kushner, MD #000007 All ages</p> <p>Asher Neren, MD #099400 Ages 12+</p> <p>Health Information Management Fax: 386-481-5009</p> <p><i>Neuro-ophthalmology services at FHCP Ophthalmology do not require prior authorization.</i></p>	<p>Florida Health Care Plans Daytona Beach 350 N. Clyde Morris Boulevard, Suite 210, Daytona Beach, FL 32114</p> <p>Florida Health Care Plans Palm Coast 315 Palm Coast Parkway, Palm Coast, FL 32137</p>	<p>Ph: 386-676-7103 Fax: 386-676-7186</p> <p>Ph: 386-676-7103 Fax: 386-447-7536</p>
<p>Joseph Zobian, MD #008480</p> <p>Ronald Norman, OD #082529</p> <p>Rory Myer, MD #037965</p> <p>Mark Kennedy, MD #001302</p> <p>Timothy Root, MD #101711 All ages</p> <p><i>EPN Triple Option members only</i></p>	<p>Tomoka Eye Associates 21 Hospital Drive, Suite 160, Palm Coast, 32174</p>	<p>Ph: 386-586-3711 Fax: 386-586-3788</p>
<p>Nishita Patel, MD #049665 Ages 5+</p> <p>HECN Members Only</p>	<p>Halifax Health Center for Ophthalmology 517 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-425-0393 Fax: 386-253-3484</p>

OPHTHALMOLOGY - CORNEAL SERVICES ONLY

PROVIDERS LISTED BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “[FHCP Referral Form](#)” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to the FHCP Ophthalmology Department at **386-676-7186**. The FHCP Ophthalmology Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Ophthalmology Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Ophthalmology Department at 386-676-7103** to discuss urgent cases with a clinician, rather than faxing the request to the FHCP Ophthalmology Department.

OCULARIST, OCULOPLASTICS, NEURO OPHTHALMOLOGY AND ANY PROVIDER NOT LISTED IN THE PROVIDER REFERRAL GUIDE WILL **REQUIRE PRIOR AUTHORIZATION** FROM THE FHCP CENTRAL REFERRALS DEPARTMENT.

Michael Lugo, MD #003444 Ages 18+	564 Health Blvd. Daytona Beach, FL 32114 (Limited Hours)	Ph: 407-260-2255 Fax: 407-260-2831
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OPHTHALMOLOGY – RETINAL SERVICES ONLY

Referrals for Retinal Services can only be made by an ophthalmologist. Prior authorization from FHCP Central Referrals is not needed. The requesting ophthalmologist will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Thomas Barnard, MD #003338 Abdallah Jeroudi, MD #061674 Samuel K. Houston, MD #047789 Jaya Kumar, MD #069548 Tomas Moreno, MD #079560 Jonathan A. Staman, MD #037523 All ages	Retina Group of Florida 50 Leanni Way, Suite E-5, Palm Coast, FL 32137	Ph: 386-447-1847 Fax: 386-447-1848
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OPHTHALMOLOGY – OTHER

SERVICES LISTED BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

- **OCULARIST / OCULOPLASTIC SPECIALIST**
- **NEURO-OPHTHALMOLOGY SERVICES**
- **ANY OPHTHALMOLOGY PROVIDER NOT LISTED IN THIS REFERRAL GUIDE**

OPTOMETRY

Prior authorization from the FHCP Central Referrals Department is not needed. Any FHCP member may self-refer to their provider of choice. Member may call to schedule an appointment at their convenience without an order from a physician.

Optometry services are available to members who have an eligible Vision Benefit as part of their plan.

<p>Nicola Granger, OD #058566 Margaret Harrington, OD #088382 Charles Heacock, OD #10X271 Philip L. Stephens, OD #10X278 Jeffrey L. Timko, OD #10X268 Jacqueline Escobar, OD #147454 Nikki Gonzalez, OD #147057 Chequita Hilversum, OD #147463</p> <p>For Vision Benefit plan only.</p>	<p>MyEyeDr Optometry of Florida 15 Cypress Branch Way, Suite 206, Palm Coast, FL 32137</p>	<p>Ph: 386-445-1880 Fax: 386-445-8796</p>
<p>Karin Schoeler, OD #10C519 Thomas Kline, OD #10Q440</p> <p>All ages For Vision Benefit plan only. <i>EPN Triple Option members only</i></p>	<p>Tomoka Eye Associates 21 Hospital Drive, Suite 160, Palm Coast, 32174</p>	<p>Ph: 386-586-3711 Fax: 386-586-3788</p>

ORAL SLEEP APNEA APPLIANCES

PRIOR AUTHORIZATION IS REQUIRED. Patient must have a sleep apnea evaluation with sleep studies prior to submitting your request. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, FHCP will schedule and confirm the member’s appointment.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Providers do not render sleep studies.

John Whitsitt, DDS #002016	Atlantic Coast Prosthodontists, Inc. 1509 Mason Avenue, Daytona Beach, FL 32117	Ph: 386-239-7600 Fax: 866-262-0851
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ORTHOPEDICS & SPORTS MEDICINE – NON-SURGICAL TREATMENT

Prior authorization from the FHCP Central Referrals Department is not needed. Any FHCP member may self-refer to their provider of choice. Member may call to schedule an appointment at their convenience without an order from a physician.

Orthopedics and Sports Medicine involves non-surgical treatment of conditions or injuries of bones, joints, ligaments, tendons, and muscles. Services may include evaluation and management, splitting, casting, therapy, or injections. These providers have additional training in sports medicine and provide care to active people to prevent or treat sports-related injuries.

<p>Tyler Jay Staley, MD #10X029 Ages 5+ Health Information Management Fax: 386-481-5009</p>	<p>Florida Health Care Plans Daytona Beach Sports Medicine 350 N. Clyde Morris Boulevard, 1st Floor, Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3290 Fax: 386-238-3275</p>
<p>Halifax Family Health & Sports Medicine All ages Do not refer traumatic fracture, surgical orthopedic evaluations, pre-op evaluations, or second opinions.</p>	<p>201 N. Clyde Morris Boulevard, Suite 110, Daytona Beach, FL 32114</p>	<p>Ph: 386-425-4165 Fax: 386-425-7545</p>
<p>Brent Fulton, MD #10H439 Michael Fulton, MD #003644 Ages 10+ HECN, DAYTONA STATE COLLEGE, & BETHUNE-COOKMAN UNIVERSITY PROVIDERS</p>	<p>3127 W. International Speedway Blvd., Daytona Beach, FL 32124</p>	<p>Ph: 386-258-9502 Fax: 386-239-9781</p>

OUTPATIENT REHABILITATION with Sub-specialties

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

BALANCE & VESTIBULAR THERAPY

Ability Health Services & Rehabilitation	401 Venture Boulevard, Suite B, South Daytona, FL 32119	Ph: 386-763-0084 Fax: 386-763-0085
	10 Cypress Point Parkway, Unit 106, Palm Coast, FL 32164	Ph: 386-264-6672 Fax: 386-264-6632

HAND THERAPY SERVICES

Brooks Rehabilitation Center	9 Pine Cone Trail, Suite 104-B, Palm Coast, FL 32137	Ph: 386-446-9716 Fax: 386-446-0046
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INCONTINENCE THERAPY

See **PELVIC HEALTH PROGRAMS**.

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OUTPATIENT REHABILITATION with Sub-specialties – (Continued)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

OCCUPATIONAL THERAPY

For Pediatric Occupational Therapy, see the sub-specialty under *PEDIATRIC THERAPY*.

Please indicate if therapy requested is a result of a motor-vehicle accident.

Ability Health Services & Rehabilitation	401 Venture Boulevard, Suite B, South Daytona, FL 32119	Ph: 386-763-0084 Fax: 386-763-0085
	10 Cypress Point Parkway, Unit 106, Palm Coast, FL 32164	Ph: 386-264-6672 Fax: 386-264-6632

OSTEOPOROSIS / OSTEOPENIA PROGRAMS

Ability Health Services & Rehabilitation Members can call Ability directly for these services. No referral is needed. Copay/coinsurance and policy limits may apply.	401 Venture Boulevard, Suite B, South Daytona, FL 32119	Ph: 386-763-0084 Fax: 386-763-0085
	10 Cypress Point Parkway, Unit 106, Palm Coast, FL 32164	Ph: 386-264-6672 Fax: 386-264-6632

PEDIATRIC THERAPY & OCCUPATIONAL PEDIATRIC THERAPY

Speech Works Pediatric Therapy Pediatric Occupational Therapy Speech Therapy Referring physician should fax an order to Ability Centralized Scheduling in South Daytona. Upon receiving the therapy referral from Ability, Speech Works will coordinate the evaluation, therapy, and location of care.	569 Health Boulevard, Suite 19, Daytona Beach, FL 32114	Both locations: Ability Centralized Scheduling for Speech Works - Ph: 386-763-0084 Fax: 386-763-0085
	4875 Palm Coast Parkway NW, Unit 2, Palm Coast, FL 32137	

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OUTPATIENT REHABILITATION with Sub-specialties – (Continued)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. **Please indicate if therapy is requested due to a motor vehicle accident.** Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

PHYSICAL THERAPY

<p>Ability Health Services & Rehabilitation</p>	<p>401 Venture Boulevard, Suite B, South Daytona, FL 32119</p> <p>10 Cypress Point Parkway, Unit 106, Palm Coast, FL 32164</p>	<p>Ph: 386-763-0084 Fax: 386-763-0085</p> <p>Ph: 386-264-6672 Fax: 386-264-6632</p>
<p>Speech Works Pediatric Therapy Pediatric Physical Therapy</p> <p>Referring physician should send an order to Ability Centralized Scheduling in South Daytona. Upon receiving the therapy referral from Ability, Speech Works will coordinate the evaluation, therapy, and location of care.</p>	<p>569 Health Boulevard, Suite 19, Daytona Beach, FL 32114</p> <p>4875 Palm Coast Parkway NW, Unit 2, Palm Coast, FL 32137</p>	<p>Both locations: Ability Centralized Scheduling for Speech Works -</p> <p>Ph: 386-763-0084 Fax: 386-763-0085</p>
<p>Brooks Rehabilitation Center</p> <p>HECN Members only</p>	<p>201 N. Clyde Morris Boulevard, Suite 300, Daytona Beach, FL 32114</p> <p>9 Pine Cone Drive, Suite 104-B, Palm Coast, FL 32137</p>	<p>Ph: 386-236-7017 Fax: 386-236-7018</p> <p>Ph: 386-446-9716 Fax: 386-446-0046</p>

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OUTPATIENT REHABILITATION with Sub-specialties – (Continued)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

SPEECH THERAPY

Florida Family Speech Therapy, LLC Mobile Speech Therapy Services	Render mobile speech therapy services in the member’s residence or school setting for all members who are three (3) years and older.	Ph: 407-358-0851 Fax: 407-358-0923
Speech Works Pediatric Therapy Pediatric Speech & Physical Therapy Referring physician should send an order to Ability Centralized Scheduling in South Daytona. Upon receiving the therapy referral from Ability, Speech Works will coordinate the evaluation, therapy, and location of care.	569 Health Boulevard, Suite 19, Daytona Beach, FL 32114 4875 Palm Coast Parkway NW, Unit 2, Palm Coast, FL 32137	All locations: Ability Centralized Scheduling for Speech Works - Ph: 386-763-0084 Fax: 386-763-0085

VIDEOSTROBOSCOPY AND VOICE THERAPY EVALUATION

Services include:

- Laryngoscopy with stroboscopy
- Evaluation of speech, language, voice, and communication
- Laryngeal function studies (i.e., aerodynamic testing, acoustic testing)

Following the evaluation, patient will be sent to Ability Health Services and Rehabilitation for prescribed therapy program. Further evaluation will be made dependent upon patient needs.

PAIN MANAGEMENT

Prior authorization from FHCP Central Referrals is not needed to see the providers listed below. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

PRIOR AUTHORIZATION IS REQUIRED for patients who wish to see any pain management provider *not* listed below. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, FHCP will schedule and confirm the member’s appointment

<p>Carmen Dominguez, MD #00014D Pervez Irandaz Iranpur, MD #001799 Mary Kathleen “Kathy” Lichtenwalter, MS, LMHC #01S109</p>	<p>Florida Health Care Plans Daytona Beach 350 N. Clyde Morris Boulevard, 2nd Floor, Daytona Beach, FL 32128 Health Information Management Fax: 386-481-5009</p>	<p>Ph: 386-238-3226 Fax: 386-238-3260</p>
<p>Richard Sims, MD #080912 All ages</p>	<p>Orthopedic Clinic of Daytona Beach, PA 17 Old Kings Road North, Suite K, Palm Coast, FL 32137</p>	<p>Ph: 386-255-4596 Fax: 386-254-6819</p>
<p>Manuel Lopez Diez, MD #071548 Peter Fernandez, MD #087544 Ages 18+</p>	<p>Seaside Spine and Pain Center 4863 Palm Coast Parkway NW, Suites 2 & 3, Palm Coast, FL 32137</p>	<p>Ph: 386-222-7746 Fax: 386-310-2381</p>

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PAIN MANAGEMENT - (Continued)

Prior authorization from FHCP Central Referrals is not needed to see the providers listed below. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

PRIOR AUTHORIZATION IS REQUIRED for patients who wish to see any pain management provider not listed below. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, FHCP will schedule and confirm the member’s appointment.

<p>Sanjay Bakshi, MD #101747 Rathi Joseph, DO #044330 Kavita Sharma, DO #10G271 Ages 16+ Carl A. Tandatnick, MD #101746 Ages 18+ Send records prior to scheduling</p>	<p>PRC Associates 21 Hospital Drive, Suite 120, Palm Coast, FL 32164</p>	<p>Ph: 386-586-2280 Fax: 386-263-8521</p>
<p>William R. Mayfield, MD #000082 Ages 18+ HECN members only</p>	<p>Interventional Pain Services 201 N. Clyde Morris Boulevard, Suite 230, Daytona Beach, FL 32114</p>	<p>Ph: 386-425-4029 Fax: 386-425-7720</p>

PALLIATIVE CARE

Prior authorization from FHCP Central Referrals is not needed.

This program is designed to help with urinary incontinence and pelvic pain for both male and female FHCP members ages 18+. The program includes up to six (6) visits for pelvic floor strengthening and muscle training, including biofeedback. This is a self-referral program. FHCP members may either be referred by a provider or may call directly for scheduling. A provider's order is not required.

Outpatient palliative supportive care services are offered for members with serious illness who require comprehensive symptom management, advance care planning, and psychosocial support in the home setting with in-home and/or telehealth services.

Halifax Health Supportive Care	Serving Volusia and Flagler counties.	Ph: 386-425-8712 Fax: 833-957-0837
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PATHOLOGY – OUTPATIENT/AMBULATORY

Prior authorization from FHCP Central Referrals is not needed to utilize the facilities below. Send the specimen to any contracted facility below.
ALL INPATIENT PATHOLOGY SERVICES WILL BE COVERED.

AmeriPath Central Florida #00Z208 Surgical pathology	8150 Chancellor Drive, Suite 110, Orlando, FL 32809	Ph: 800-395-7284 Fax: 972-934-4335
AmeriPath Kissimmee #10Q828	1200 N. Central Avenue, Suite 103, Kissimmee, FL 34741	Ph: 800-395-7284 Fax: 972-934-4335
AmeriPath Tampa #00Z028	4225 East Fowler Avenue, Tampa, FL 33617	Ph: 813-972-7100 Fax: 972-934-4335
AmeriPath Southwest #136270 Surgical pathology	10500 University Center Drive, Suite 200, Tampa, FL 33612	Ph: 800-330-6770 Fax: 972-934-4335
AmeriPath Southwest Florida #011516	1620 Medical Lane, Suite 100, Fort Myers, FL 33907	Ph: 888-558-1164 Fax: 972-934-4335
Dermpath Diagnostics Central Florida #10P523	745 Oriental Avenue, Suite 1201, Altamonte Springs, FL 32701	Ph: 800-226-8968 Fax: 972-934-4335
Dermpath Diagnostics Bay Area #10R687 Surgical pathology	10500 University Center Drive, Suite 200, Tampa, FL 33612	Ph: 800-929-6694 Fax: 972-934-4335
Halifax Pathology Associates All ages	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114 3300 Halifax Crossing Boulevard, Deltona, FL 32725	Both locations: Ph: 386-425-439 Fax: 386-425-7898

PEDIATRICS

Participating pediatricians can be found on our website at <https://fhcp.healthtrioconnect.com/public-app/consumer/provdir/entry.page>

PEDIATRIC SUB-SPECIALTIES

UNLESS LISTED BELOW, ALL PEDIATRIC SUB-SPECIALTIES REQUIRE PRIOR AUTHORIZATION. Please contact the FHCP Central Referrals Department at **386-238-3230** or **800-352-9824, Ext. 3230** for assistance in securing in-network pediatric sub-specialty care. Then please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

PEDIATRIC SUB-SPECIALTIES - BEHAVIORAL HEALTH – See *BEHAVIORAL HEALTH – CHILD & ADOLESCENT*

PEDIATRIC SUB-SPECIALTIES – GASTROENTEROLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. **Please send EKG if completed within the past year.** Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Bisher Abdullah, MD #092750 Osman Ahmad, MD #078432 Ages 0-21 Health Information Management Fax: 386-481-5009</p>	<p>Advanced Pediatric Gastroenterology Specialists 517 Health Boulevard, Daytona Beach, FL 32114</p>	<p>All locations: Ph: 386-256-4031 Fax: 386-256-7151</p>
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PEG TUBE FEEDING ASSESSMENT

Prior authorization from the FHCP Central Referrals Department is not needed.

Providers should send a referral order through the EHR, or by completing the “FHCP Diabetes & Nutritional Counseling Form,” found at [Referrals, Prior Authorizations, and Orders](#). Completed form with ICD-10 code should be faxed to FHCP Diabetes & Nutritional Education at **386-238-3228**. If an assessment is scheduled prior to the PEG tube insertion, state the scheduled date of the procedure.

A nutritional assessment and recommendation will be sent to the provider, who will then send an order for feeding to **Apria Healthcare, Inc.** via fax. Fax the order to **386-673-4403**.

<p>Melissa Baumann, MS, RDN, LDN, CDE Kathyann Carmona RN, BSN, CDE MaryBeth Curtiss, RDN, LDN, CDE Deborah Kelleher, MS, RDN, LDN Andrea Likens, RDN, LDN, CDE Kathleen MacNeill, MSN, RN, BC-ADM, CDE Tiffany McClure, RDN, LDN Catherine Robinson, MS, RDN, LDN, CDE</p>	<p>Florida Health Care Plans Daytona Beach 330 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-676-7133 Ph: 877-229-4518 Fax: 386-238-3228</p>
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PELVIC HEALTH PROGRAMS

Prior authorization from FHCP Central Referrals is not needed.

This program is designed to help with urinary incontinence and pelvic pain for both male and female FHCP members ages 18+. The program includes up to six (6) visits for pelvic floor strengthening and muscle training, including biofeedback. This is a self-referral program. FHCP members may either be referred by a provider or may call directly for scheduling. A provider's order is not required.

If a member requires more than six (6) visits, **additional visits will require prior authorization** through the FHCP Central Referral Department.

Ability Health Services & Rehabilitation	1200 Lexington Green Lane, Sanford, FL 32771	Ph: 407-638-9834 Fax: 407-732-6008
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PERINATOLOGY

Prior authorization from FHCP Central Referrals is not needed. An obstetrician must order. The requesting obstetrician will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Joann Acuna, MD #10AG04 Ramon Castillo, MD #002650 Gerardo Del Valle, MD #009720 Francisco Gaudier, MD #132173 Jill Mauldin, MD #056068 Edgard Ramos-Santos, MD #039609 Kathryn Villano, MD #10M260	Pediatrix Medical Group of Florida - Regional Obstetric Consultants Halifax Medical Center, 303 N. Clyde Morris Boulevard, Perinatal Unit, Daytona Beach, FL 32114	Ph: 386-425-4830 Fax: 386-425-7555
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PERIPHERAL VASCULAR INTERVENTION

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Stephen Minor, MD #10P180 Ages 18+ Health Information Management Fax: 386-481-5009</p>	<p>Florida Health Care Plans Daytona Beach Cardiology 350 N. Clyde Morris Boulevard, 2nd Floor, Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3289 Fax: 386-238-3296</p>
<p>Utpal S. Desai, MD #009810 Ravi Dhanisetty, MD #100457 Patrick T. Mangonon, MD #059406 Willythssa Pierre-Louis, MD #089352 Ages 18+</p>	<p>AdventHealth Group Cardiovascular & Thoracic Surgery 305 Memorial Parkway, Suite 308, Daytona Beach, FL 32117 120 Cypress Edge Drive, Suite 201, Palm Coast, FL 32164</p>	<p>Both locations: Ph: 386-231-3600 Fax: 386-231-3602</p>

PET SCANS

REQUIRES PRIOR AUTHORIZATION. Please complete the “PET – PET CT Prior Authorization Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

AdventHealth Palm Coast Flagler #00Y015 (H)	60 Memorial Medical Parkway, Palm Coast, FL 32164	Ph: 386-586-4402 Fax: 386-917-5576
Town Center Imaging #10P733 (N) <i>PET and CT available.</i> <i>Will not schedule SNF patients</i>	21 Hospital Drive, Suite 130, Palm Coast, FL 32164	Ph: 386-446-5200 Fax: 386-446-1866
Twin Lakes Imaging Center #10P735 (N) <i>PET and CT available.</i> <i>Will not schedule SNF patients.</i>	1890 LPGA Blvd., Suite 110, Daytona Beach, FL 32124	Ph: 386-274-5454 Fax: 386-274-5440

Legend:

- **(H)** – Outpatient hospital department or facility
- **(N)** – Outpatient non-hospital department or facility

NOTE: *Out of pocket costs may vary, depending on location or benefit plan.*

PHARMACY

For FHCP individual plans, family plans, and employer group plans, [Click here.](#)

For FHCP Medicare plans, [Click here.](#)

PHYSICAL MEDICINE AND REHABILITATION SERVICES

Prior authorization from FHCP Central Referrals is not needed for the providers listed below. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Physical Medicine and Rehabilitation providers specialize in non-operative physical medicine services specific to musculoskeletal conditions.

Tyler Jay Staley, MD #10X029 Ages 5+ Health Information Management Fax: 386-481-5009	Florida Health Care Plans Daytona Beach Sports Medicine 350 N. Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114 Florida Health Care Plans Palm Coast	Ph: 386-238-3290 Fax: 386-238-3275 Ph: 386-445-7073 Fax: 386-447-7092
Manual Lopez Diez, MD #071548 Peter Fernandez, MD #087544 Ages 18+	Seaside Spine and Pain Center 4863 Palm Coast Parkway NW, Suites 2 & 3, Palm Coast, FL 32137	Ph: 386-222-7746 Fax: 386-310-2381

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PHYSICAL MEDICINE AND REHABILITATION SERVICES – (Continued)

REQUIRES PRIOR AUTHORIZATION. Please complete the “PET – PET CT Prior Authorization Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Services performed at the facilities below require prior authorization.		
Pierre Galea, MD #100842 Ivy Garcia, MD #089569 Brian Higdon, MD #100706 Jorge Perez-Lopez, MD #038579 Eugene Rankin, PhD #060517 Ages 18+	Halifax Physical Medicine – Brooks Rehabilitation Services Physician Group 201 N. Clyde Morris Boulevard, Suite 120, Daytona Beach, FL 32114	Ph: 386-425-4641 Fax: 386-947-4647

PICC LINE AND MIDLINE PLACEMENT

Providers needing assistance coordinating a PICC or midline placement in a patient's place of residence, or in a skilled nursing facility, please call FHCP Case Management Coordination of Care Department at **386-238-3284**. The department's fax number is 386-238-3271.

For assistance after hours or on a holiday, please call **386-226-4542**.

PODIATRY

Prior authorization from the FHCP Central Referrals Department is not needed. Any FHCP member may self-refer to their provider of choice. Member may call to schedule an appointment at their convenience without an order from a physician.

<p> Mark Davids, DPM #004915 Seema Fatima, DPM #095448 Andrew Green, DPM #005587 Bobbi Hayashi, DPM #091894 Jason LeVitre, DPM #093267 Dennis McBroom, DPM #10F763 Daria McDonough, DPM #066823 Hilaree B. Milliron, DPM #043201 Karen Moon, DPM #092629 Danielle Mooshol, DPM #120140 James Rust III, DPM #000031 Jonathan Sullivan, DPM #092632 Laura Walton, DPM #042420 Joseph Watson, DPM #081568 Michael Sosinski, D.P.M. #082795 </p> <p>All ages</p>	<p> Atlantic Foot & Ankle Associates 1890 LPGA Boulevard, Suite 230, Daytona Beach, FL 32117 </p> <p> 21 Hospital Drive, Suite 170A, Palm Coast, FL 32164 </p> <p> 11 Florida Park North, Palm Coast, FL 32137 </p>	<p> Ph: 386-274-3336 Fax: 386-274-3660 </p> <p> Ph: 386-586-7373 Fax: 386-586-7346 </p> <p> Ph: 386-445-4734 Fax: 386-445-8411 </p>
<p> Joe Li, DPM #046242 <i>EPN Triple Option members only</i> Ages 2+ </p>	<p> Goldenfeet, Inc. 4867 Palm Coast Parkway NW, Unit 1, Palm Coast, FL 32137 </p>	<p> Ph: 386-490-9990 Fax: 386-263-8768 </p>

PRIMARY CARE

Participating Primary Care Providers (PCPs) can be found on our website at <https://fhcp.healthtrioconnect.com/public-app/consumer/provdir/entry.page>

PROVIDERS AND FACILITIES NOT LISTED IN THIS FHCP DIRECTORY

ANY PROVIDER, HOSPITAL, OR FACILITY NOT LISTED HEREIN (NON-NETWORK PROVIDER) REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Include the requested provider’s complete name, address, phone, and fax numbers. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Referral to a non-participating or supplemental provider may be considered for approval under the following circumstances:

- A particular skill or service is not available from FHCP network providers.
- A network provider is not available or accessible within established availability time frames.
- The network provider is not geographically accessible to the member.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

PROVIDER PORTAL

Registration for the FHCP Provider Portal is available at <https://www.fhcp.com/provider-log-in/>. Simply click on the red *Log In* tab at the bottom of the *PROVIDERS* drop down list. You will need your organization’s tax ID and FHCP vendor numbers to complete the registration process. Once the application is completed, your temporary password will be sent to you within 48 hours. Tutorials for navigating the Provider Portal are available within the portal.

PULMONARY FUNCTION TESTS (PFT) – SPIROMETRY

Prior authorization from FHCP Central Referrals is not needed for the providers listed below. The requesting provider may call the specialist to schedule an appointment. An order or written prescription is required. The provider may fax the order, or the member can bring it to their appointment.

A basic spirometry test will include flow volume loop (FVL) and measure the FEV₁ and FVC. If you need pre- and post-bronchodilation, add it to your order or prescription. Patient should bring their inhaler if having pre- or post-bronchodilation.

Patient should not use their inhaler or have a nebulizer treatment four (4) hours prior to their appointment.

Florida Health Care Plans	FHCP Daytona Beach 350 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-238-3200 Fax: 386-238-3210
	FHCP Palm Coast 309 Palm Coast Parkway, Palm Coast, FL 32137	Ph: 386-445-7073, Ext 1114 Fax: 386-447-7092

PULMONARY FUNCTION TESTING (PFT) WITH DIFFUSION CAPACITY (DLCO)

Prior authorization from FHCP Central Referrals is not needed for the providers listed below. The requesting provider may call the specialist to schedule an appointment. An order or written prescription is required. The provider may fax the order, or the member can bring it to their appointment.

Patient should not use their inhaler or have a nebulizer treatment four (4) hours prior to their appointment.

Halifax Health #00Y007	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-238-2251 Fax: 386-425-7744
AdventHealth Palm Coast #00Y015 Outpatient Laboratory	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-586-4402 Fax: 386-917-5576

PULMONARY REHABILITATION

PRIOR AUTHORIZATION IS REQUIRED. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, FHCP will forward to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Halifax Health #00Y007	201 N. Clyde Morris Boulevard, 3 rd Floor, Daytona Beach, FL 32114	Ph: 386-947-4644 Fax: 386-258-4803
AdventHealth Palm Coast #00Y015 Outpatient Laboratory	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-586-4402 Fax: 386-917-5576

PULMONOLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. **Please send films to the provider in advance, or have patient bring their films to the appointment.**

<p>Dany Obeid, MD #109583 Ages 5+</p>	<p>Advanced Sleep and Respiratory Institute 305 Memorial Medical Parkway, Suite 501, Daytona Beach, FL 32117 3 Pine Cone Dr. Ste 106, Palm Coast, FL 32137</p>	<p>Ph: 386-615-0900 Fax: 386-615-0902 Ph: 386-585-4463 Fax: 386-585-4482</p>
<p>Wahba Wahba, MD #003854</p>	<p>810 Wildwood Street, Suite 1, Daytona Beach, FL 32117 4869 Palm Coast Parkway NW, Unit 4, Palm Coast, FL 32127</p>	<p>Both locations: Ph: 386-258-7100 Fax: 386-253-1843</p>

PULMONOLOGY – PEDIATRIC

REQUIRES PRIOR AUTHORIZATION. All pediatric subspecialists require prior authorization. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

For assistance in securing pediatric subspecialty care, you may contact FHCP Central Referrals at **386-238-3260** or **800-352-9824, extension 3230**.

REPORTABLE DISEASES & CONDITIONS

Prior authorization from FHCP Central Referrals is not needed.

For a list of reportable diseases and conditions in the State of Florida, visit <http://www.floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/documents/reportable-diseases-list-practitioners.pdf>

To report a disease, condition, or animal bite for a patient *residing* in:

- Flagler County – visit <http://flagler.floridahealth.gov/>
- Volusia County – visit <http://volusia.floridahealth.gov/>
- Or use the Practitioner Disease Report Form found at <http://www.floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/documents/practitioner-disease-report-form.pdf>

Note that the Florida DOH Animal Bite Reporting Form found on the county DOH website (link above) must be filled out by the provider, *not the victim*. The form must be submitted prior to starting a rabies vaccination series.

Florida Department of Health (DOH) Contact Information for Providers			
County Mailing Address & Location	Daytime Reporting	After-Hours Reporting	Confidential Fax
Florida Department of Health – Flagler County Health Department #00PV15 Attn: Epidemiology P. O. Box 847 301 Dr. Carter Boulevard, Bunnell, FL 32110 <i>STD Testing and Vaccinations available to Non-Medicare members only Only</i>	Ph: 386-437-7350 Ph: 386-437-7353	Ph: 386-986-7749	Fax: 386-437-8207
Florida Department of Health – Volusia County Health Department #00P421 Attn: Epidemiology P. O. Box 9190 1845 Holsonback Drive, Daytona Beach, FL 32120	HIV/AIDS: Ph: 386-274-0634 STD: Ph: 386-274-0643 Tuberculosis: Ph: 386-274-0652 All other diseases: Ph: 386-274-0633	Ph: 386-316-5030	Fax: 386-274-0641

RHEUMATOLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Carolina Mejia Otero, MD #101625 Ages 18+	Florida Health Care Plans Rheumatology 300 Clyde Morris Boulevard, Suite A, Ormond Beach, FL 32174	Ph: 386-317-8620 Fax: 386-317-8625
Michael D. Kohen, MD #004099 Vinicius Costa Diniz Dominguez, MD #064728 Ages 1+	Allergy, Asthma, & Arthritis Center 709 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-252-1632 Fax: 386-257-5526
Yong Tsai, MD #004441 Ages 3+	Arthritis, Autoimmune, and Allergy 1893 N. Clyde Morris Boulevard, Suite 110, Daytona Beach, FL 32117	Ph: 386-676-0307 Fax: 386-677-7842

RHEUMATOLOGY – PEDIATRICS

REQUIRES PRIOR AUTHORIZATION. All pediatric subspecialists require prior authorization. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

For assistance in securing pediatric subspecialty care, you may contact FHCP Central Referrals at **386-238-3260** or **800-352-9824, extension 3230**.

SESTAMIBI SCAN

ENDOCRINOLOGISTS AND CARDIOLOGISTS MAY ORDER WITHOUT PRIOR AUTHORIZATION. ALL OTHER PROVIDER ORDERS REQUIRE PRIOR AUTHORIZATION. Please complete the “Request for Surgical and Special Procedure Form” found at [Referrals, Prior Authorizations, and Orders](#). Please fax the completed form to the FHCP Central Referral Department at **386-238-3253** to request surgical approval.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

SKILLED NURSING FACILITY

Hospital in-patient members will be placed through our FHCP Case Management Department at **386-676-7187**. Florida Health Care Plans offers no custodial coverage. For questions regarding members being placed from home or clarification of skilled versus custodial coverage, please contact FHCP Case Management Department at **386-676-7187**.

PRIOR AUTHORIZATION IS REQUIRED FOR ADMISSION TO SKILLED LEVEL OF CARE. For authorization, please call the FHCP Case Management Department at **386-676-7187**.

Avante at Ormond Beach #105530	170 North Kings Road, Ormond Beach, FL 32174	Ph: 386-677-7955 Fax: 386-667-5920
Flagler Health and Rehabilitation Center #100577	300 Dr. Carter Boulevard, Bunnell, FL 32110	Ph: 386-437-4168 Fax: 386-437-7740
Grand Oaks Health & Rehabilitation Center #122441	3001 Palm Coast Parkway SE, Palm Coast, FL 32137	Ph: 386-446-6060 Fax: 386-446-6033
Indigo Manor #00K027	595 Williamson Boulevard, Daytona Beach, FL 32114	Ph: 386-257-4400 Fax: 386-252-9797
Orchid Cove at Daytona #097953	101 S. Beach Street, Daytona Beach, FL 32114	Ph: 386-258-3334 Fax: 386-257-5548
Seaside Health and Rehabilitation Center #00K022	324 Wilder Boulevard, Daytona Beach, FL 32114	Ph: 386-252-2600 Fax: 386-252-2660
Signature Healthcare of Ormond #00K079	103 N. Clyde Morris Boulevard, Ormond Beach, FL 32174	Ph: 386-673-0450 Fax: 386-677-6715

SLEEP DISORDER PROVIDERS

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Rajesh K. Ailani, MD #108513 Christopher DiBello, MD #10W190 Theodossis Zacharis, MD #011605 Ages 5+</p>	<p>PCCC of Volusia, LLC 575 N. Clyde Morris Boulevard, Suite B, Daytona Beach, FL 32114</p>	<p>Ph: 386-671-6333 Fax: 386-615-1713</p>
<p>Jean Go, MD #046328 Dany Obeid, MD #109583 Ages 5+</p>	<p>Advanced Sleep and Respiratory Institute 305 Memorial Medical Pkwy., Ste. 501, Daytona Beach, FL 32117 3 Pine Cone Dr. Ste 106, Palm Coast, FL 32137 Sleep Lab: 4721 E. Moody Boulevard, Suite 104, Bunnell, FL 32110</p>	<p>Ph: 386-615-0900 Fax: 386-615-0902 Ph: 386-585-4463 Fax: 386-585-4482</p>
<p>Wahba Wahba, MD #003854 Nashwa Wahba, MD #063210</p>	<p>810 Wildwood Street, Suite 1, Daytona Beach, FL 32117 4869 Palm Coast Parkway NW, Unit 4, Palm Coast, FL 32127</p>	<p>All locations: Ph: 386-258-7100 Fax: 386-253-1843</p>
<p>Flagler Diagnostic & Sleep Disorder #10B886 Ages 5+</p>	<p>4721 East Moody Boulevard, Suite 104, Bunnell, FL 32110</p>	<p>Ph: 386-586-6229 Fax: 386-263-2975</p>
<p>Mandeep Garewal, MD #011986 Ages 25+</p>	<p>Neurologic Consultants 325 N. Clyde Morris Boulevard, Suite 390, Ormond Beach, FL 32174</p>	<p>Ph: 386-676-6335 Fax: 386-256-7629</p>

SLEEP DISORDER PROVIDERS – HOME STUDIES

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Wahba Wahba, MD #003854 Nashwa Wahba, MD #063210</p>	<p>Sleep-Wake Disorder Center of Daytona (N) 810 Wildwood Street, Suite 1, Daytona Beach, FL 32117 4869 Palm Coast Parkway NW, Unit 4, Palm Coast, FL 32127</p>	<p>All locations: Ph: 386-258-7100 Fax: 386-253-1843</p>
<p>Rajesh K. Ailani, MD #108513 Christopher DiBello, MD #10W190 Theodossis Zacharis, MD #011605 Ages 5+</p>	<p>PCCC of Volusia, LLC (N) 575 N. Clyde Morris Boulevard, Suite B, Daytona Beach, FL 32114</p>	<p>Ph: 386-671-6333 Fax: 386-615-1713</p>
<p>Mandeep Garewal, MD #011986 Ages 25+</p>	<p>Neurologic Consultants (N) 325 N. Clyde Morris Boulevard, Suite 390, Ormond Beach, FL 32174</p>	<p>Ph: 386-676-6335 Fax: 386-256-7629</p>
<p>Flagler Diagnostic & Sleep Disorder #10B886 Ages 5+</p>	<p>Flagler Diagnostic & Sleep Disorder (N) 4721 East Moody Boulevard, Suite 104, Bunnell, FL 32110</p>	<p>Ph: 386-586-6229 Fax: 386-263-2975</p>
<p>Jean Go, MD #046328 Dany Obeid, MD #109583 Ages 5+</p>	<p>Advanced Sleep and Respiratory Institute (N) 305 Memorial Medical Pkwy., Ste. 501, Daytona Beach, FL 32117 3 Pine Cone Dr. Ste 106, Palm Coast, FL 32137 Sleep Lab: 4721 E. Moody Boulevard, Suite 104, Bunnell, FL 32110</p>	<p>Ph: 386-615-0900 Fax: 386-615-0902 Ph: 386-585-4463 Fax: 386-585-4482</p>

(H) – Outpatient Hospital Department/Facility

(N) – Outpatient Non-Hospital Facility

Out of pocket costs may vary depending on location or benefit plan

SLEEP DISORDER PROVIDERS – PEDIATRIC

REQUIRES PRIOR AUTHORIZATION. All pediatric subspecialists require prior authorization. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

For assistance in securing pediatric subspecialty care, you may contact FHCP Central Referrals at **386-238-3260** or **800-352-9824, extension 3230**.

SMOKING CESSATION SERVICES

Prior authorization from FHCP Central Referrals is not needed. FHCP members may self-refer without a provider's order.

Six (6) Week Quit Smoking Now Class		
Attendees will receive all the tools and resources they need to quit smoking, including nicotine replacement therapy (i.e., patches, gum, lozenges) at no cost.		
Florida Dept of Health – Volusia County Tobacco Prevention Program	1845 Holsonback Drive, #113, Daytona Beach, FL 32117 <i>Classes held in Conference Room #516-C from 12pm to 1pm.</i>	Ph: 386-274-0500 Ext 0794

STEREOTACTIC BREAST BIOPSY & ULTRASOUND-GUIDED NEEDLE BREAST BIOPSY

REQUIRES PRIOR AUTHORIZATION. Please complete the “Request for Surgical and Special Procedure Form” found at [Referrals, Prior Authorizations, and Orders](#). Please fax the completed form to the FHCP Central Referral Department at **386-238-3253** to request surgical approval.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

SUBSTANCE USE DISORDERS – ACUTE INPATIENT REHABILITATION FACILITIES

REQUIRES PRIOR AUTHORIZATION. All admissions for acute inpatient rehabilitation facilities must have prior authorization form FHCP Case Management Department at 866 / 676-7187. After hours and Holidays 386 / 226-4542.

Kindred Hospital – N. Florida	Kindred Hospital – N. Florida 801 Oak St., Green Cove Springs, FL 32043	Ph: 904-284-9230 Fax: 904-284-6612
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SUBSTANCE USE DISORDER – DETOXIFICATION & INPATIENT CRISIS CARE

Prior authorization from FHCP Central Referrals is not needed for the initial 24-hour admission. The requesting provider should instruct the member to present to one of the facilities below for screening.

PRIOR AUTHORIZATION IS REQUIRED. The admitting facility must contact FHCP's Case Management Department at **386-676-7187**. After hours and holidays, call the FHCP Call Center at **386-226-4542**. Fax records to **386-615-4038**.

SMA Behavioral Health Services, Inc. Crisis Stabilization & 23-Hour Observation Adult Detox	1150 Red John Drive, Daytona Beach, FL 32124	Ph: 800-539-4228 Fax: 386-236-3161
5 Palms Ages 18+; does not accept Medicare	515 Tomoka Avenue, Ormond Beach, FL 32174	Ph: 386-463-2170 Fax: 386-463-2331

SUBSTANCE USE DISORDER – *INTENSIVE* OUTPATIENT PROGRAMS

Prior authorization from FHCP Central Referrals is not needed for the FHCP Intensive Outpatient Program listed immediately below. The program is offered throughout FHCP's service area and is open to all FHCP members ages 18 and older. The requesting provider will send an order to the FHCP Behavioral Health Department listed below. Eligible members can participate in this program in person or virtually.

Florida Health Care Plans Behavioral Health Department Ages 18+	330 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-676-7175 Fax: 386-676-7134
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SUBSTANCE USE DISORDER – *INTENSIVE* OUTPATIENT PROGRAMS

PRIOR AUTHORIZATION IS REQUIRED. The admitting facility must contact FHCP’s Case Management Department at **386-676-7187**. After hours and holidays, call the FHCP Call Center at **386-226-4542**. Fax records to **386-615-4038**.

Intensive Outpatient Programs (IOP’s) are one of the highest levels of care in an outpatient setting. See the next page for Outpatient Programs for Substance Abuse that are not designated as *Intensive*.

5Palms Ages 18+; does not accept Medicare	1200 W. Granada Boulevard, Suite 1, Ormond Beach, FL 32174	Ph: 386-463-2170 Fax: 386-463-2331
Break the Cycle Ages 15+; does not accept Medicare	724 S. Beach Street, #3, Daytona Beach, FL 32114	Ph: 386-333-9622 Fax: 386-333-9778
Palm Coast Recovery Center Ages 18+; does not accept Medicare	160 Cypress Point Parkway, Suite B201, Palm Coast, FL 32164	Ph: 386-986-6514 Fax: 386-264-6336

SUBSTANCE USE DISORDER – OUTPATIENT SERVICES

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. Please see the previous page for *INTENSIVE* Outpatient Programs for substance use disorders.

<p>FHCP Psychiatry Department</p> <ul style="list-style-type: none"> • Substance Abuse & Recovery Groups <ul style="list-style-type: none"> ○ Trauma Support Group ○ Women’s Support Group ○ Adolescent Support Group 	<p>Florida Health Care Plans Daytona Beach 330 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-676-7175 Fax: 386-676-7134</p>
<p>Asad Khan, MD #045159 Abdelrahim Abu-Shtaiah, APRN #076847 Ages 16+</p>	<p>Medical & Psychiatric Institute of Florida, Inc. 927 Beville Road, Suite 7, South Daytona, FL 32119</p>	<p>Ph: 386-269-9009 Fax: 386-269-9004</p>
<p>Break the Cycle Ages 15+; does not accept Medicare</p>	<p>724 S. Beach Street, #3, Daytona Beach, FL 32114</p> <p>4721 E. Moody Boulevard, Suite 107, Bunnell, FL 32110</p>	<p>Ph: 386-333-9622 Fax: 386-333-9778</p> <p>Ph: 386-437-0026 Fax: 386-437-0235</p>
<p>Palm Coast Recovery Center Ages 18+; does not accept Medicare</p>	<p>160 Cypress Point Parkway, Suite B201, Palm Coast, FL 32164</p>	<p>Ph: 386-986-6514 Fax: 386-264-6336</p>
<p>SMA Behavioral Health Services, Inc. Adult and Adolescent</p>	<p>702 S. Ridgewood Avenue, Daytona Beach, FL 32114</p>	<p>Ph: 800-539-4228 Fax: 386-236-3161</p>

SUBSTANCE USE DISORDER – PARTIAL HOSPITALIZATION PROGRAM

PRIOR AUTHORIZATION IS REQUIRED. The admitting facility must contact FHCP’s Case Management Department at **386-676-7187**. After hours and holidays, call the FHCP Call Center at **386-226-4542**. Fax records to **386-615-4038**.

<p>5Palms Ages 18+; does not accept Medicare</p>	<p>1200 W. Granada Boulevard, Suite 1, Ormond Beach, FL 32174</p>	<p>Ph: 386-463-2170 Fax: 386-463-2331</p>
<p>Break the Cycle Ages 15+; does not accept Medicare</p>	<p>724 S. Beach Street, #3, Daytona Beach, FL 32114</p>	<p>Ph: 386-333-9622 Fax: 386-333-9778</p>
<p>Palm Coast Recovery Center Ages 18+; does not accept Medicare</p>	<p>160 Cypress Point Parkway, Suite B201, Palm Coast, FL 32164</p>	<p>Ph: 386-986-6514 Fax: 386-264-6336</p>

SUBSTANCE USE DISORDER – RESIDENTIAL

PRIOR AUTHORIZATION IS REQUIRED. The admitting facility must contact FHCP’s Case Management Department at **386-676-7187**. After hours and holidays, call the FHCP Call Center at **386-226-4542**. Fax records to **386-615-4038**.

5 Palms Ages 18+; does not accept Medicare	515 Tomoka Avenue, Ormond Beach, FL 32174	Ph: 386-463-2170 Fax: 386-463-2331
SMA Behavioral Health Services, Inc. Adult and Adolescent	Adult: 301 Justice Lane, Bunnell, FL 32110 Adolescent: 3875 Tiger Bay Road, Daytona Beach, FL 32124	Both locations: Ph: 800-539-4228 Fax: 386-236-3161

SUBSTANCE USE DISORDER – SUBOXONE SERVICES

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Krista Brinkerhoff, MD #089959 Jacob Bryant, LCSW #093979 Neil Nipper, MD #124965 Ages 18+ Health Information Management Fax: 386-481-5009	Florida Health Care Plans Daytona Beach 330 N. Clyde Morris Boulevard, Suite 10, Daytona Beach, FL 32114	Ph: 386-676-7175 Fax: 386-676-7134
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SURGERY – CARDIOVASCULAR

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Be sure to include clinic notes, EKG, labs, or other appropriate documentation. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Guidelines for TAVR evaluations are found under *TAVR*.

<p>Utpal S. Desai, MD #009810 Patrick T. Mangonon, MD #059406 Ages 18+</p>	<p>AdventHealth Medical Group Cardiovascular & Thoracic Surgery 305 Memorial Medical Parkway, Suite 308, Daytona Beach, FL 32117 120 Cypress Edge Drive, Suite 201, Palm Coast, FL 32164</p>	<p>Both locations: Ph: 386-231-3600 Fax: 386-231-3602</p>
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SURGERY – CARDIOVASCULAR

THE PROVIDERS/LOCATIONS LISTED BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

<p>Robert Feezor, MD #060351 Sohit K. Khanna, MD #048751 Michael Yacoub, MD #075138 Ages 18+</p>	<p>UF Health Heart & Vascular Surgery at Halifax 311 N. Clyde Morris Boulevard, Suite 100, Daytona Beach, FL 32114</p>	<p>Ph: 386-241-1040 Fax: 386-226-2593</p>
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SURGERY – COLON

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Harry H. Black, MD #001852 – All ages Suh Yueh Lim, MD #101829 – Ages 18+ Lars S. Nelson, MD #086285 – Ages 18+ Joel Sebastien, MD #006578 – Ages 13+ Health Information Management Fax: 386-481-5009</p>	<p>Florida Health Care Plans General Surgery 201 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3295 Fax: 386-238-3273</p>
<p>Christian Birkedal, MD #011867 Gregory Burgoyne, MD #082288 Christopher Grove, MD #054519 Ages 8+ <i>EPN Triple Option members only</i></p>	<p>AdventHealth Medical Group General Surgery at Daytona Beach 305 Memorial Medical Parkway, Suite 205, Daytona Beach, FL 32117 305 Memorial Medical Parkway, Suite 209, Daytona Beach, FL 32117 305 Memorial Medical Parkway, Suite 201, Daytona Beach, FL 32117</p>	<p>Ph: 386-231-3414 Fax: 386-231-3415 Ph: 386-231-3520 Fax: 386-231-3524 Ph: 386-231-3414 Fax: 386-231-3415</p>
<p>Steven Bower, MD #010391 – Ages 14+</p>	<p>AdventHealth Medical Group General Surgery at Palm Coast 61 Memorial Medical Parkway, Suite 3807, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 3806, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 3805, Palm Coast, FL 32164 60 Memorial Medical Parkway, Palm Coast, FL 32164</p>	<p>Ph: 386-586-1780 Fax: 386-586-1781 Ph: 386-586-1840 Fax: 386-586-1841 Ph: 386-586-1605 Fax: 386-586-1607 Ph: 386-586-1840 Fax: 386-586-1841</p>

SURGERY – GENERAL

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Harry H. Black, MD #001852 – All ages Suh Yueh Lim, MD #101829 – Ages 18+ Lars S. Nelson, MD #086285 – Ages 18+ Joel Sebastien, MD #006578 – Ages 13+ Caren Wilkie, MD #00002E – Ages 13+ Health Information Management Fax: 386-481-5009</p>	<p>Florida Health Care Plans General Surgery 201 N. Clyde Morris Boulevard, Suite 100, Daytona Beach, FL 32114</p>	<p>Ph: 386-238-3295 Fax: 386-238-3273</p>
<p>Steven Bower, MD #010391 – Ages 14+ Jessica Marshall, D.O. #133821 – Ages 6+</p>	<p>AdventHealth Medical Group General Surgery at Palm Coast 61 Memorial Medical Parkway, Suite 3807, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 3806, Palm Coast, FL 32164 61 Memorial Medical Parkway, Suite 3805, Palm Coast, FL 32164 60 Memorial Medical Parkway, Palm Coast, FL 32164</p>	<p>Ph: 386-586-1780 Fax: 386-586-1781 Ph: 386-586-1840 Fax: 386-586-1841 Ph: 386-586-1605 Fax: 386-586-1607 Ph: 386-586-1840 Fax: 386-586-1841</p>

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SURGERY – GENERAL (Continued)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Christian Birkedal, MD #011867 Gregory Burgoyne, MD #082288 Christopher Grove, MD #054519 Ages 8+ <i>EPN Triple Option members only</i></p>	<p>AdventHealth Medical Group General Surgery at Daytona Beach 305 Memorial Medical Parkway, Suite 205, Daytona Beach, FL 32117 305 Memorial Medical Parkway, Suite 209, Daytona Beach, FL 32117 305 Memorial Medical Parkway, Suite 201, Daytona Beach, FL 32117</p>	<p>Ph: 386-231-3414 Fax: 386-231-3415 Ph: 386-231-3520 Fax: 386-231-3524 Ph: 386-231-3414 Fax: 386-231-3415</p>
<p>The providers below are HECN, DAYTONA STATE COLLEGE, AND BETHUNE-COOKMAN UNIVERSITY providers.</p>		
<p>James T. Sutton, MD #009105 All ages</p>	<p>588 Sterthaus Drive, Ormond Beach, FL 32174</p>	<p>Ph: 386-672-9503 Fax: 386-672-0386</p>

SURGERY – HAND

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Scott Putney, MD #082298 Ages 18+	Flagler Health+ Orthopedic Specialists 145 City Place, Suite 201, Palm Coast, FL 32164	Ph: 888-481-2135 Fax: 386-627-7319
Juan Castaneda, DO #011373 Ages 6+	Hand & Upper Extremity Surgery of Daytona Beach 667 Beville Road, Suite B, South Daytona, FL 32119	Ph: 386-322-6882 Fax: 386-322-6848
Christopher J. Matthews, MD #070986 All ages It is not required to order imaging prior to the referral, as the practice will order; however, if imaging is available, send it with the patient.	Orthopedic Clinic of Daytona Beach, PA 1075 Mason Avenue, Daytona Beach, FL 32117 1890 LPGA Boulevard, Suite 240, Daytona Beach, FL 32117 17 Old Kings Road North, Suite K, Palm Coast, FL 32137	All locations: Ph: 386-255-4596 Fax: 386-254-6819
Tamara Clancy, MD #006794 Ages 18+	Volusia Hand Surgery Clinic 315 Palm Coast Pkwy., Ste 4,, Palm Coast, FL 32137	Ph: 386-246-3063 Fax: 386-7880679

SURGERY – NEUROLOGICAL (NEUROSURGERY)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. For urgent neurosurgery referrals, the requesting provider should call to speak to the physician of choice.

Erinc Akture, MD #099806 Wissam Elfallal, MD #097805 Dennis Mark Murphy, MD #143848 Jesna Sublett, MD #096451 Gregory Velat, MD #056531 Federico Vinas, MD #106957 Ages 18+	AdventHealth Medical Group Neurosurgery at Daytona Beach 305 Memorial Medical Parkway, Suite 505, Daytona Beach, FL 32117 305 Memorial Medical Parkway, Suite 303, Daytona Beach, FL 32117	Both locations: Ph: 386-231-3540 Fax: 386-231-3544
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SURGERY - NEUROLOGICAL (NEUROSURGERY) – (Continued)

THE PROVIDERS/LOCATIONS BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

<p>Silvia Baxter, MD #094365 Jason Blatt, MD #074010 Patrick Han, MD #087120 Rohit Khanna, MD #006424 Paul Krafft, MD #120490 Michael Munz, MD #092585 Ian Tafel, MD #120481 Ages 18+</p>	<p>UF Health Center for Neurosurgery at Halifax 311 N. Clyde Morris Boulevard, Suite 550, Daytona Beach, FL 32114</p>	<p>Ph: 386-255-2340 Fax: 352-627-4802</p>
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SURGERY – ORAL

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

For accidental dental injury services, call FHCP Dental Daytona Beach at **386-238-3280**, and they will advise you whom to contact in network to arrange for treatment of the FHCP member.

SURGERY – ORTHOPEDICS

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order, clinical, and therapy notes to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

For non-surgical orthopedics, see *ORTHOPEDICS – SPORTS MEDICINE*.

Douglas K. Dew, MD #036977 All ages	50 Cypress Point Parkway, Suite C1-2, Palm Coast, FL 32137	Ph: 386-447-2210 Fax: 904-825-2303
David Gay, MD #10N313 Jeffrey Keen, MD #10U001 Scott Putney, MD #082298 Corey Rosenbaum, DO #051951 Paul Suhey, DO #092419 Ages 18+	Flagler Health+ Orthopedic Specialists 145 City Place, Suite 201, Palm Coast, FL 32164	Ph: 888-481-2135 Fax: 386-627-7319
Scott Silas, MD #002642 All ages	Orthopedic Center of Volusia 545 Health Boulevard, Daytona Beach, FL 32114	Ph: 386-274-5252 Fax: 386-274-5544
James Bryan, MD #006073 Richard K. Gaines, MD #10AB03 Albert Gillespy, MD #004452 Mark Gillespy, MD #004501 Brian Hatten, MD #125572 Kate Heinlein, MD #073915 Jeffrey Martin, MD #107390 Christopher Matthews, MD #070986 Todd McCall, MD #10B922 Brandon Simonetta, MD #137402 Ross P. Smith, MD #083355 Lindsay T. Lucas, MD #124604 Dominic Marino, DO #135259 All ages	Orthopedic Clinic of Daytona Beach 1075 Mason Avenue, Daytona Beach, FL 32117 1890 LPGA Boulevard, Suite 240, Daytona Beach, FL 32117 17 Old Kings Road North, Suite K, Palm Coast, FL 32137	All locations: Ph: 386-255-4596 Fax: 386-254-6819

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SURGERY – ORTHOPEDICS (Continued)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order, clinical, and therapy notes to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

For non-surgical orthopedics, see *ORTHOPEDICS – SPORTS MEDICINE*.

<p>Denis Alter, MD #005138 Michael Campbell, MD #124182 Benjamin Lindbloom, MD #088857 Raymond Weiland, DO #088081 Ages 16+ <i>Services provided to eligible FHCP members residing in Flagler County only.</i></p>	<p>AdventHealth Medical Group Orthopedics & Sports Medicine– 61 Memorial Medical Parkway, Suite 2801, Palm Coast, FL 32164</p> <p>at Town Medical Center – 21 Hospital Drive, Suite 110, Palm Coast, FL 32164</p> <p>3 AdventHealth Way, Ste. 101, Palm Coast, FL 32137-</p> <p>at Palm Coast – 120 Cypress Edge Drive, Suite 207, Palm Coast, FL 32164</p>	<p>Ph: 386-586-1910 Fax: 386-586-1939</p> <p>Ph: 386-586-1910 Fax: 386-586-1912</p> <p>Ph: 386-302-1380 Fax: 386-302-1381</p> <p>Ph: 386-232-9381 Fax: 386-586-4412</p>
<p>The providers below are HECN, DAYTONA STATE COLLEGE, and BETHUNE-COOKMAN UNIVERSITY providers.</p>		
<p>Normal Seltzer, MD #003476</p>	<p>Halifax Orthopedic Clinic 614 N. Peninsula Drive, Daytona Beach, FL 32118</p>	<p>Ph: 386-257-2602 Fax: 386-257-2329</p>

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SURGERY – ORTHOPEDICS (Continued)

THE PROVIDERS/LOCATIONS BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

<p>Jason Arellano, MD #088554 Andrew Hayden, MD #097591 J. Richard Rhodes, MD #008855 Ages 18+</p>	<p>UF Health Surgical Specialists at the Medical Center of Deltona at Halifax 3400 Halifax Crossings Boulevard, Suite 200, Deltona, FL 32725</p>	<p>Ph: 386-457-6384 Fax: 386-457-6385</p>
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SURGERY – PLASTIC

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Richard V. Cashio, Jr. MD #10B744 Ages 18+	61 Memorial Medical Parkway, Suite 2802, Palm Coast, FL 32164	Ph: 386-313-1982 Fax: 386-313-1985
Jillian Morrison, MD #072389 Dermatological & breast reconstruction surgeries David Plank, MD #060592 Dermatological surgery only All ages	Mid Florida Dermatology and Plastic Surgery 802 Sterthaus Drive, Suite C, Ormond Beach, FL 32174	Ph: 407-299-7333 Ph: 888-318-3183 Fax: 407-293-2049 Helpline: 407-581-4171
Sergio Zamora, MD #006299 All ages	1890 LPGA Boulevard, Suite 150, Daytona Beach, FL 32117	Ph: 386-274-5557 Fax: 386-274-5527

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SURGERY – PLASTIC – (Continued)

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

<p>Rachel Cohen-Shohet, MD #099031 Noah Prince, MD #092286 Ages 18+</p>	<p>UF Health Plastic Surgery Aesthetics Center at Halifax 311 N. Clyde Morris Boulevard, Suite 500, Daytona Beach, FL 32114</p>	<p>Ph: 386-425-2639 Fax: 386-425-7702</p>
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SURGERY – RECTAL

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>David Meese, MD #004013 Andrew Ritter, MD #003473 John Tolland, MD #006725 Kathleen Williams, MD #009804 Robert Yu, MD #082709 All ages</p>	<p>Colon & Rectal Surgery Associates, PA 550 Memorial Circle, Suite H, Ormond Beach, FL 32174 1185 Dunlawton Avenue, Suite 100, Port Orange, FL 32127</p>	<p>Ph: 386-672-0017 Fax: 386-672-1512 Ph: 386-756-7066 Fax: 386-672-1512</p>
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SURGERY – THORACIC

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Be sure to include clinic notes, test results, or other appropriate documentation. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Guidelines for TAVR evaluations are found under *TAVR*.

<p>Utpal S. Desai, MD #009810 Ages 18+</p>	<p>AdventHealth Medical Group Cardiovascular & Thoracic Surgery 305 Memorial Medical Parkway, Suite 308, Daytona Beach, FL 32117</p>	<p>Ph: 386-231-3600 Fax: 386-231-3602</p>
<p>John A. Walsh, MD #011584 Ages 18+</p>	<p>14 Office Park Drive, Suite 7, Palm Coast, FL 32137</p>	<p>Ph: 386-302-5064 Fax: 386-302-5093</p>

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SURGERY – THORACIC – (Continued)

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Sohit, K. Khanna, MD #048751 Ages 18+	UF Health Heart & Vascular Surgery at Halifax 311 N. Clyde Morris Boulevard, Suite 100, Daytona Beach, FL 32114	Ph: 386-226-2662 Fax: 386-226-2593
	UF Health Surgical Specialists at Halifax Medical Center of Deltona 3400 Halifax Crossing Boulevard, Suite 200, Deltona, FL 32725	Ph: 386-457-6384 Fax: 386-457-6385

SURGERY – VASCULAR

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Be sure to include clinic notes, test results, or other appropriate documentation. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Stephen Minor, MD #10P1580 Ages 18+ See also <i>Peripheral Vascular Intervention</i>	Florida Health Care Plans Daytona Beach 350 N. Clyde Morris Boulevard, 2 nd Floor, Daytona Beach, FL 32114	Ph: 386-238-3289 Fax: 386-238-3296
Utpal S. Desai, MD #009810 Ravi Dhanisetty, MD #100457 Patrick T. Mangonon, MD #059406 Willythssa Pierre-Louise, MD #089352 Ages 18+	AdventHealth Medical Group Cardiovascular & Thoracic Surgery 305 Memorial Medical Parkway, Suite 308, Daytona Beach, FL 32117 120 Cypress Edge Drive, Suite 201, Palm Coast, FL 32164	Both locations: Ph: 386-231-3600 Fax: 386-231-3602
James T. Sutton, MD #009105 All ages	588 Sterthaus Drive, Ormond Beach, FL 32174	Ph: 386-672-9503 Fax: 386-672-0386
John A. Walsh, MD #011584 Ages 18+	14 Office Park Drive, Suite 7, Palm Coast, FL 32137	Ph: 386-302-5064 Fax: 386-302-5093

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SURGERY – VASCULAR – (Continued)

THE PROVIDERS/LOCATIONS BELOW REQUIRE PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Robert Feezor, MD #060351 Sohit, K. Khanna, MD #048751 Michael Yacoub, MD #075138 Ages 18+	UF Health Heart & Vascular Surgery at Halifax 311 N. Clyde Morris Boulevard, Suite 100, Daytona Beach, FL 32114	Ph: 386-226-2662 Fax: 386-226-2593
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SURGICAL FACILITIES

REQUIRES PRIOR AUTHORIZATION. Schedule the surgery with the hospital/surgical center, arrange for pre-op, and notify the member. The requesting surgeon should then complete the “Request for Surgical & Special Procedure Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling. The surgeon will only be notified if the surgery is *not* approved.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

FHCP Ambulatory Surgical Center #048538	Florida Health Care Plans Ambulatory Surgical Center 2777 Enterprise Road, Orange City, FL 32763	Ph: 386-481-6285 Fax: 386-481-6885
Alliance Specialty Surgical Center #069215 Ages 18+	1545 Hand Avenue, Suite A2, Ormond Beach, FL 32174	Ph: 386-274-2977 Fax: 386-274-2997
Atlantic Surgery Center #00YH63	541 Health Boulevard, Daytona Beach, FL 32114	Ph: 386-248-8221 Fax: 386-248-8226
East Coast Surgery Center #065070	1871 LPGA Boulevard, Daytona Beach, FL 32117	Ph: 386-366-8181 Fax: 386-366-8182

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SURGICAL FACILITIES - (Continued)

Halifax Health #00Y007	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-254-4000
Halifax Health Atlantic Campus #00Y007	400 N. Clyde Morris Boulevard, Daytona Beach, FL 32114	Ph: 386-239-5000
Halifax Health Twin Lakes Surgery Center #00Y007	1890 LPGA Boulevard, Daytona Beach, FL 32117	Ph: 386-425-3232 Fax: 386-425-3238
AdventHealth Palm Coast #00Y015	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-586-4402 Fax: 386-917-5576
AdventHealth Daytona Beach #00Y004	301 Memorial Medical Pkwy., Daytona Beach, FL 32117	Ph: 386-676-6105 Fax: 386-676-6498

SUTURE & STAPLE REMOVAL

Prior authorization from FHCP Central Referrals is not needed. Appointments can be made by the physician's office, or the member can walk in during business hours.

Florida Health Care Plans EHCC Daytona Beach	350 North Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114	Ph: 386-238-3221 Fax: 386-235-3232
Florida Health Care Plans EHCC Ormond Beach	461 S. Nova Road, Ormond Beach, FL 32174	Ph: 386-671-4337 Fax: 386-671-1127

TAVR EVALUATION

REQUIRES PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

TERTIARY CARE CENTERS

REQUIRES PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

TRANSPLANTS

REQUIRES PRIOR AUTHORIZATION. Do not make arrangements for the services without prior authorization. The requesting provider should complete the “FHCP Referral Form” found [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

ULTRASOUND

Prior authorization from FHCP Central Referrals is not needed. Call the selected FHCP Ultrasound Department listed below to schedule, then confirm the appointment date/time with the member. Send the provider’s order to the appropriate location via fax.

EXCEPTIONS REQUIRING PRIOR AUTHORIZATION INCLUDE:

- BREAST MRI
- SESTAMIBI SCAN (ENDOCRINOLOGISTS AND CARDIOLOGISTS CAN ORDER WITH NO PRIOR AUTHORIZATION)
- STEREOTACTIC BREAST BIOPSY
- ULTRASOUND-GUIDED NEEDLE BREAST BIOPSY
- CT COLONOSCOPY (VIRTUAL COLONOSCOPY)
- PILL CAMERA
- GENETIC TESTING
- HIDA (CHOLESCINTIGRAPHY) SCANS
- PET SCANS

PLEASE SEE PRIOR AUTHORIZATION INSTRUCTIONS FOR THE TESTS NOTED ABOVE UNDER THEIR HEADING WITHIN THIS GUIDE

Obstetrical (OB) and breast ultrasounds are not performed at FHCP Ultrasound Departments.

Florida Health Care Plans	FHCP Daytona Beach Ultrasound Department 350 N. Clyde Morris Boulevard, 1 st Floor, Daytona Beach, FL 32114	Phone for all locations: 386-238-3270 Fax: 386-238-3256
Florida Health Care Plans	FHCP Palm Coast Parkway Ultrasound Department 309 Palm Coast Parkway, Palm Coast, FL 32137	Fax: 386-446-0324
Florida Health Care Plans	FHCP Palm Coast City Place Ultrasound Department 145 City Place Parkway, Palm Coast, FL 32137	Fax: 386-302-0980

ULTRASOUND-GUIDED NEEDLE BREAST BIOPSY

REQUIRES PRIOR AUTHORIZATION. Please complete the “Request for Surgical and Special Procedure Form” found at [Referrals, Prior Authorizations, and Orders](#). Please fax the completed form to the FHCP Central Referral Department at **386-238-3253** to request surgical approval. After review, **the cardiologist will be notified *only if the procedure is not approved***.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

UNLISTED PROVIDERS OR FACILITIES

ANY PROVIDER, HOSPITAL, OR OTHER FACILITY NOT LISTED IN THIS DIRECTORY (OUT OF FHCP NETWORK) REQUIRES PRIOR AUTHORIZATION.

The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation, including the provider’s/facility’s name, location, and phone number, to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

A referral to a non-participating or supplemental provider *may be approved* under the following circumstances:

- A particular skill or service is not available from an FHCP provider or an FHCP network provider.
- An FHCP provider or FHCP network provider is not available or accessible with established availability timeframe for prompt service.
- An FHCP provider or FHCP network provider is not geographically accessible to our member.

URGENT CARE SERVICES – See first: *EXTENDED HOURS CARE CENTERS*

Prior authorization from FHCP Central Referrals is not needed. FHCP members may utilize these facilities when FHCP Extended Hours Care Centers (EHCC) and the member’s primary care physician (PCP) are unavailable for medical services. Urgent Care providers should attempt to direct the member to the member’s primary care physician (PCP) or an FHCP Extended Hours Care Center (EHCC) if available prior to initiating treatment.

<p>MediQuick Urgent Care Centers Ages 4+</p>	<p>6 Office Park Drive, Palm Coast, FL 32137</p> <p>140 Pinnacles Drive, Palm Coast, FL 32164</p>	<p>Ph: 386-447-6615 Fax: 386-447-1266</p> <p>Ph: 386-597-2829 Fax: 386-313-1923</p>
<p>Ormond Beach Urgent Care #10P504 All ages</p>	<p>126 S. Nova Road, Ormond Beach, FL 32174</p>	<p>Ph: 386-673-9949 Fax: 386-673-9952</p>
<p>PrimeCare at Twin Lakes Ages 6 months+</p>	<p>1890 LPGA Boulevard, Suite 130, Daytona Beach, FL 32117</p>	<p>Ph: 386-274-2212 Fax: 386-274-1508</p>
<p>Twilight Pediatrics Ages Newborn to 21 Closed holidays</p>	<p>1688 W. Granada Boulevard, Suite 1A, Ormond Beach, FL 32174</p>	<p>Ph: 386-615-4414 Fax: 386-615-8466</p>
<p>Halifax Health Express Care Clinics All ages</p> <p>HECN Members Only</p>	<p>Halifax Health Express Care Ormond Beach 1688 W. Granada Boulevard, Suite 2A, Ormond Beach, FL 32174</p> <p>Halifax Health Express Care Daytona Beach Shores 3048 South Atlantic Avenue, Daytona Beach Shores, FL 32118</p>	<p>Ph: 386-425-4460 Fax: 386-425-4461</p> <p>Ph: 386-845-5450 Fax: 386-845-5454</p>

UROGYNECOLOGY

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

<p>Julie Schneider, MD #011823 Ages 22+ <i>FHCP Medicare and EPN Triple Option members only</i></p>	<p>AdventHealth Medical Group Urogynecology at Ormond Beach 335 Clyde Morris Boulevard, Suite 240, Ormond Beach, FL 32174</p>	<p>Ph: 386-231-6172 Fax: 386-676-6173</p>
<p>Jason R. Thompson, MD #138267 Ages 18+</p>	<p>Florida Urogynecology & Reconstructive Surgery, PA 6885 Belfort Oaks Place, Suite 210, Jacksonville, FL 32216</p>	<p>Ph: 904-652-0373 Fax: 904-652-0378</p>

UROLOGY

Prior authorization from FHCP Central Referrals is not needed for the providers immediately below. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. Patient should bring any radiological films to their appointment.

Anthony Cantwell, MD #000599 Jeffrey Dann, MD #010952 Evan M. Fynes, MD #043681 Samuel Lawindy, MD #057351 Mathew Merrell, MD #009320 Terrance Regan, MD #001842 Ages 18+	Advanced Urology Institute 545 Health Boulevard, Daytona Beach, FL 32114 61 Memorial Medical Pkwy., Ste. 3803, Palm Coast, FL 32164	Ph: 386-239-8500 Fax: 386-239-8530 Ph: 386-445-8530 Fax: 386-446-5087
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VACUUM-ASSISTED CLOSURE DEVICES

Please refer to the *WOUND CARE* section of this document for instructions.

VARICOSE VEIN TREATMENT

REQUIRES PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

<p>Utpal S. Desai, MD #009810 Ravi Dhanisetty, MD #100457 Patrick T. Mangonon, MD #059406 Willythssa Pierre-Louis, MD #089352 Ages 18+</p>	<p>AdventHealth Group Cardiovascular & Thoracic Surgery 305 Memorial Medical Parkway, Suite 308, Daytona Beach, FL 32117</p> <p>120 Cypress Edge Drive, Suite 201, Palm Coast, FL 32164</p>	<p>Both locations: Ph: 386-231-3600 Fax: 386-231-3602</p>
<p>Robert Feezor, MD #060351 Sohit, K. Khanna, MD #048751 Michael Yacoub, MD #075138 Ages 18+</p>	<p>UF Health Heart & Vascular Surgery at Halifax 311 N. Clyde Morris Boulevard, Suite 100, Daytona Beach, FL 32114</p>	<p>Ph: 386-226-2662 Fax: 386-226-2593</p>

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VARICOSE VEIN TREATMENT – (Continued)

John A. Walsh, MD #011584	14 Office Park Drive, Suite 7, Palm Coast, FL 32137	Ph: 386-302-5093
Kyle Herron, MD #091608 Ages 18+	Atlantic Foot & Ankle Associates – Upperline Health Vein Center 1890 LPGA Boulevard, Suite 230, Daytona Beach, FL 32117 21 Hospital Drive, Suite 170, Palm Coast, FL 32164 11 Florida Park N., Palm Coast, FL 32137	Ph: 386-274-3336 Fax: 386-274-3660 Ph: 386-586-7373 Fax: 386-586-7346 Ph: 386-445-4734 Fax: 386-445-8411
Charles Stein, MD #011374 Ages 18+	Vein Treatment Center of Palm Coast 21 Hospital Drive, Suite 250, Palm Coast, FL 32164	Ph: 386-586-5344 Fax: 386-313-1532

VESTIBULAR TESTING, TREATMENT, and REHABILITATION

See *OUTPATIENT REHABILITATION: BALANCE AND VESTIBULAR THERAPY*

VIDEONYSTAGMOGRAPHY (VNG TESTING)

Prior authorization from FHCP Central Referrals is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician's office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol. Patient should bring any radiological films to their appointment.

An office visit with the specialist, as well as an audiological evaluation, is normally required prior to VNG testing being scheduled. Please see the *HEARING/AUDIOLOGY SERVICES* section of this document for more information.

Atlantic Hearing, Balance & Tinnitus Center All ages	1400 Hand Avenue, Suite M, Ormond Beach, FL 32174	Ph: 386-756-8225 Fax: 386-767-0742
Mirza Beg, MD #037398 Alyn Benezette, DO #003692 Established patients only. Ages 16+	Coastal Neurology 725 W. Granada Boulevard, Suite 22, Ormond Beach, FL 32137	Ph: 386-788-2300 Fax: 386-944-6622

WEIGHT MANAGEMENT PROGRAMS

Prior authorization from the FHCP Central Referrals Department is not needed. Providers should send a referral order through the EHR or by completing the “FHCP Diabetes & Nutritional Counseling Form” found at [Referrals, Prior Authorizations, and Orders](#). Completed form with ICD-10 code should be faxed to FHCP Diabetes & Nutritional Education at **386-238-3228**. FHCP members may call **386-676-7133** Mon-Fri from 9am to 5pm to reserve seating.

<p>Eat Right Move Right Adult weight-management program BMI of 27 or higher = no charge <i>Individual classes available depending upon need.</i></p>	<p>Florida Health Care Plans Daytona Beach 330 N. Clyde Morris Boulevard, Suite 9, Daytona Beach, FL 32114 <i>Classes available at multiple locations.</i></p>	<p>Ph: 386-676-7133 Fax: 386-238-3228</p>
<p>Halifax Fitness Center Ages 18+ with a BMI of 30 or higher. Member may self-refer.</p>	<p>303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114</p>	<p>Ph: 386-254-4031 Fax: 386-947-2982</p>

For information on the Bariatric Program, call **386-254-4223**, or see the **BARIATRIC SURGERY** section of this document.

WOUND CARE

Prior authorization for the two providers listed here is not needed. The requesting provider will send an order to the specialist. Appointments can be made by the physician’s office, or the member can call to schedule after the order has been received by the specialty office. The specialty office will advise you of their scheduling protocol.

Florida Health Care Plans All ages Health Information Management Fax: 386-481-5009	FHCP Daytona Beach Wound Care Department 320 N. Clyde Morris Boulevard, Suite D, Daytona Beach, FL 32114	Ph: 386-238-3200, Ext. 3563 Fax: 386-481-6137
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WOUND CARE

The provider(s) below REQUIRE PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: Non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as *urgent requests*. Physician offices should **call FHCP Central Referrals Department at 386.238.3230** to discuss urgent cases with a clinician, rather than faxing the request.

Nautilus Wound Care at Halifax Health Medical Centers	303 N. Clyde Morris Boulevard, Daytona Beach, FL 32114 1041 Dunlawton Avenue, Port Orange, FL 32127	All locations: Ph: 386-425-4267 Fax: 386-425-4879
Donald Covington, MD #093237 Stephen Levine, MD #079004 Ages 18+	Center for Advanced Wound Healing 311 N. Clyde Morris Boulevard, Suite 70, Daytona Beach, FL 32114 HECN Members Only	Ph: 386-425-4267 Fax: 386-425-4879

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WOUND CARE: HYPERBARIC OXYGEN (HBO) THERAPY & VACUUM-ASSISTED DEVICES

REQUIRES PRIOR AUTHORIZATION. Please complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#) tab. Attach documentation supporting medical necessity. Fax the form and supporting documentation to FHCP’s Central Referrals Department at 386-238-3253. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Routine requests: non-urgent and elective procedures should not be scheduled until approval is obtained to avoid patient financial responsibility. Please submit requests to FHCP Central Referrals Department as soon as possible, as it may take up to 14 calendar days for determination of authorization.

Urgent requests: Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function all are classified as urgent requests. Physician offices should call FHCP Central Referrals Department at 386.238.3230 to discuss urgent cases with a clinician, rather than faxing the request.

X-RAYS – PLAIN FILMS

Prior authorization from the FHCP Central Referrals Department is not needed. STAT readings are available. Appointments are preferred, but walk-ins may be accepted when schedule permits. (No appointment necessary at the Daytona Beach location.) Mastoid, Panorex, head/skull series, mandible, TMJ, patients above weight limits stated below, and patients with limited mobility cannot be performed at FHCP locations.

Florida Health Care Plans Daytona Beach (N) Patients weighing 600 pounds and under	350 N. Clyde Morris Blvd, Daytona Beach, FL 32114	Ph: 386-238-3200 Ext 3229 Fax: 386-238-3292
Florida Health Care Plans Palm Coast Parkway (N) Patients weighing 600 pounds and under	309 Palm Coast Parkway, Palm Coast, FL 32137	Ph: 386-447-9685 Fax: 386-446-3222
Florida Health Care Plans Palm Coast City Place (N) Patients weighing 450 pounds and under	145 City Place, Palm Coast, FL 32164	Ph: 386-736-7948 Fax: 386-734-4571

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X-RAYS – STAT READINGS

Prior authorization from the FHCP Central Referrals Department is not needed. STAT readings are available. Appointments are preferred, but walk-ins may be accepted when schedule permits. (No appointment necessary at the Daytona Beach location.) Mastoid, Panorex, head/skull series, mandible, TMJ, patients above weight limits stated below, and patients with limited mobility cannot be performed at FHCP locations.

Florida Health Care Plans Daytona Beach (N) Patients weighing 600 pounds and under	350 N. Clyde Morris Blvd, Daytona Beach, FL 32114	Ph: 386-238-3200 Ext 3229 Fax: 386-238-3292
Florida Health Care Plans Palm Coast Parkway (N) Patients weighing 600 pounds and under	309 Palm Coast Parkway, Palm Coast, FL 32137	Ph: 386-447-9685 Fax: 386-446-3222
Florida Health Care Plans Palm Coast City Place (N) Patients weighing 450 pounds and under	145 City Place, Palm Coast, FL 32164	Ph: 386-736-7948 Fax: 386-734-4571
Florida Health Care Plans Port Orange (N) Patients weighing 485 pounds and under	740 Dunlawton Avenue, Suite 200, Port Orange, FL 32127	Ph: 386-763-1000 Fax: 386-763-0507

Legend:

- (H) – Outpatient hospital department or facility
- (N) – Outpatient non-hospital department or facility

Out of pocket costs may vary, depending on location or benefit plan.

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X-RAYS – STAT READINGS & Plain Films not performed at FHCP - (Continued)

Prior authorization from the FHCP Central Referrals Department is not needed *except for*:

Mastoid, Panorex, head/skull series, mandible, TMJ, patients above weight limits stated on the prior page, and patients with limited mobility REQUIRE PRIOR AUTHORIZATION. The requesting provider should complete the “FHCP Referral Form” found at [Referrals, Prior Authorizations, and Orders](#). Fax the form and supporting documentation to FHCP’s Central Referrals Department at **386-238-3253**. The FHCP Central Referrals Department will review the request and, if approved, will forward the referral and clinical information to the provider for scheduling.

Palm Coast Imaging #005448 (N) Will not schedule SNF patients	3 Pine Cone Drive, #101, Palm Coast, FL 32137	Ph: 386-274-6000 Fax: 386-446-1866
Town Center Imaging #10P733 (N) Will not schedule SNF patients	21 Hospital Drive, Suite 130, Palm Coast, FL 32164	Ph: 386-446-5200 Fax: 386-446-1866
AdventHealth Palm Coast #00Y015 (H)	60 Memorial Medical Parkway, Palm Coast, FL 32168	Ph: 386-437-2211 Fax: 386-917-5576
Twin Lakes Imaging Center #10P735 (N) <i>Will not schedule SNF patients.</i>	1890 LPGA Blvd., Suite 110, Daytona Beach, FL 32124	Ph: 386-274-5454 Fax: 386-274-5440

Legend:

- (H) – Outpatient hospital department or facility
- (N) – Outpatient non-hospital department or facility

Out of pocket costs may vary, depending on location or benefit plan.

For changes or corrections to any information found in this document,
please call Jennifer Tarbert in the FHCP Provider Services Department at 904-295-3679.



Setting the Standard in Affordable Coverage & Quality Care