



**Florida  
Health Care  
Plans®**



An Independent Licensee of the Blue Cross and Blue Shield Association

# Making *Healthy* happen together



# *Welcome*



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# Welcome to the Florida Health Care Plans *Family!*



*Welcome*

# Let's get started

## Step 1:

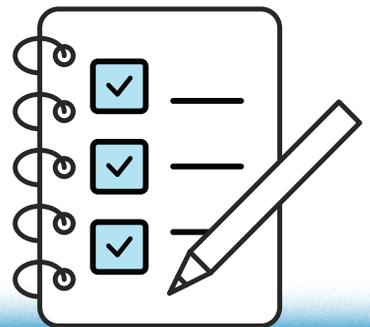
Create Your Member Portal Account

## Step 2:

View Your Plan Information

## Step 3:

How to Use Your Benefits



# Create Your *Member* Portal Account



*Welcome*

## Step 1: Create Your Member Portal Account

Go to [www.fhcp.com](http://www.fhcp.com) and click on the Member Portal icon, on the top left corner, to create or sign-in to your account. You can also download the myFHCP App from the iTunes App Store or Google Play to get the most out of your plan.

Use your [Member Portal Account](#) and/or myFHCP App to quickly:

- Review your Benefit documents
- Print a temporary FHCP Member ID Card
- Choose your Primary Care Physician (PCP)
- Download the Member Resource Guide

# View Your *Plan* Information



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## Step 2: View Your Plan Information

We are here to keep it simple!

Please contact your Employer's Human Resources Department if you wish to:

- Make demographic changes (address/phone/email)
- Add dependents
- Find information on plan changes

Please sign-in to your [Member Portal Account](#) if you wish to:

- Obtain your Schedule of Benefits
- Obtain your Summary of Benefits
- Obtain your Certificate of Coverage

For additional information, contact Member Services Department 1-877-615-4022.

# How to Use Your *Benefits*

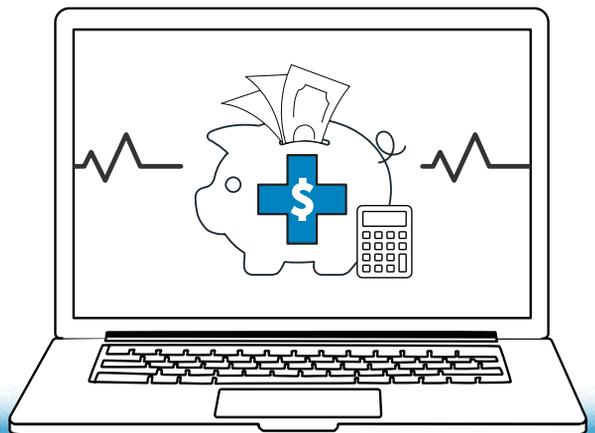


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## Step 3: How to Use Your Benefits

Save on health care expenses by remaining in the FHCP Network of Providers, Pharmacies, Fitness Centers, and Facilities.

To find participating providers and facilities within your plan visit [www.fhcp.com](http://www.fhcp.com) and click on [FIND A DOCTOR/FACILITY](#).



# Doctors You Can *Trust*

## **Your Primary Care Physician**

Your Primary Care Physician (PCP) is the key resource for all your health care needs; giving you peace of mind that you have a partner to help you in managing your health.

The relationship you develop with your PCP (and their staff) provides you the assurance that your doctor knows you and is aware of your personal health care needs. Getting to know your doctor builds trust and confidence, especially when you need it the most.

Primary Care Physicians help you to manage your care through:

- Annual wellness visits
- Early detection of health issues and preventative care
- Support with chronic disease management
- Referrals to other medical specialists
- Avoiding unnecessary hospital and ER visits
- Managing your medication(s)

## How to Choose a Primary Care Physician

To choose your Primary Care Physician (PCP), make a selection through your [Member Portal Account](#), or call the Member Services Department for assistance at 1-877-615-4022.

\*Some PCPs also offer Virtual Office Visits.  
Call your PCP for more information.



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# Where to go for *Care*

## **FHCP Extended Hours Care Centers/ Urgent Care Center Partners (EHCC/UCCP)**

Acute symptoms can be evaluated in EHCC/UCCP:

- Sore throat
- Cough
- Sprains
- Moderate fever
- Headache

## **Emergency Room**

Severe illness or injury should be evaluated in the Emergency Room:

- Chest pain
- Unresponsiveness
- Difficulty breathing
- Uncontrolled bleeding
- Spine or head injury

## Doctor On Demand

Doctor On Demand provides video visits with licensed practitioners and licensed psychologists via smartphone, tablet, or computer. Please check your policy for specific coverage and benefit information.

Doctor On Demand treats many common non-emergency medical issues such as:

- Flu
- Cold
- Sinus infection
- Upset stomach
- Eye issues
- Rash
- Bronchitis

Go to [www.doctorondemand.com/FHCP](http://www.doctorondemand.com/FHCP) for additional information, including instructions for downloading the app on your mobile device or computer.



# Save on *Prescriptions*

## Reduce Your Cost on Prescriptions by:

- Using FHCP Preferred Pharmacies
- Requesting a 90-day prescription from your doctor
- Sign up for Mail Order by calling 386-676-7126 or 1-800-232-0216



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# FHCP Formulary

Talk with your physician to see if a generic is available to treat your condition. Generic medications offer the lowest-cost options to our members.

The most current FHCP formularies are available online at [www.fhcp.com/for-members/about-your-care/](http://www.fhcp.com/for-members/about-your-care/) and can be printed upon request by contacting FHCP Pharmacy Services at 386-676-7173 or 1-888-676-7173.

**For a complete list of all FHCP Preferred Pharmacies in network, please visit [www.fhcp.com/findapharmacy](http://www.fhcp.com/findapharmacy).**



**Additional**

# *Resources*

**Available to You**



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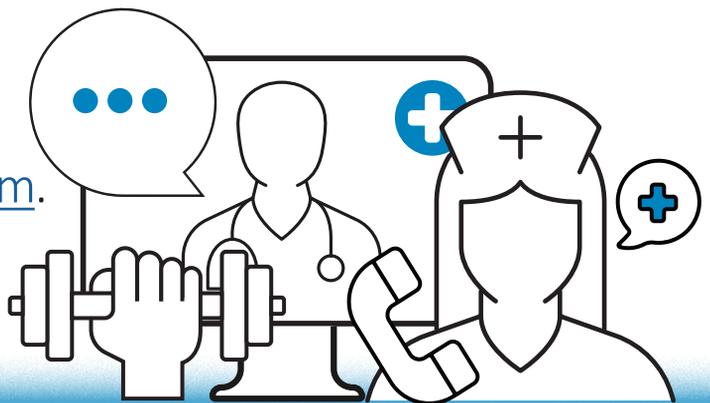
## Additional Resources Available to You

**Wellness Benefits and Programs:** Learn to develop healthy habits and maintain your health with our Population Health Management programs. Visit [www.fhcp.com/health-wellness](http://www.fhcp.com/health-wellness) or call 386-676-7100, Ext. 7288.

**Nurse Advice Line:** The FHCP Nurse Advice Line service is available to all FHCP members 24/7/365. Call today 1-866-548-0727.

**Cost Estimator:** Our Cost Estimation Center helps members estimate out-of-pocket expenses for a wide-range of medical and surgical procedures before receiving treatment. Call 386-615-5068 or 800-352-9824, Ext. 5068 to speak with a Cost Estimation Center Specialist.

**Blue 365:** Find premier health and wellness discounts. Its free to join! Visit [www.blue365deals.com](http://www.blue365deals.com).



# Key Health Insurance Terms

**Premium:** Is the amount you pay monthly to have an insurance plan, so it's there when you need it.

**Annual Deductible:** Is the amount you pay for medical care before the insurance company starts to pay its share of the costs.

**Copay:** Is the fixed amount you pay for a medical service (doctor visit, emergency room visit, prescriptions) and the insurance company pays the remainder of the cost.

**Coinsurance:** Is the shared cost between you and the insurance company for specified healthcare coverages. It is a percentage of the payment after the deductible is met.

**Maximum Out-of-Pocket Expense (MOOP):** Is the maximum amount you pay "out-of-pocket" for the whole year excluding premiums.

**Referral:** Is the request by your PCP to see a specialty healthcare provider for treatment(s) or test(s).

**Prior Authorization:** Is approval by the insurance company to move forward with and provide coverage of an approved necessary service(s).

*\*\*Please check your policy for specific coverage and benefit information.*

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# Here Whenever You Need Us

For questions about benefits and other services, please contact us:

**General Inquiries** .....386-676-7100 or 1-800-352-9824

**Commercial Member Services** .....386-615-4022 or 1-877-615-4022

**Hearing Impaired** .....1-800-955-8770

**Enrollment and Eligibility**.... 386-676-7176 or 1-800-352-9824, Ext. 7176

**Member Portal Support**.....386-615-4022 or 1-877-615-4022

**New Sales/Health Plan Info** .....386-676-7110 or 1-800-232-0578

**Cashier**..... 386-676-7109 or 1-800-352-9824, Ext. 7109

FHCP standard business hours are 8 AM to 5 PM, Monday through Friday. After hours information services are also available through our Call Center from 5 PM to 8 AM, Monday through Friday, and on weekends and holidays. You can also contact FHCP Member Services by email or regular mail.

Email:

[memberservices@fhcp.com](mailto:memberservices@fhcp.com)

Mail:

FHCP Member Services  
PO Box 9910  
Daytona Beach, FL 32120



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*Please Note*

*Please contact Member Services for more information 1-877-615-4022. Florida Health Care Plans complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.*

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