

# Provider Prompts



A newsletter for Integral Quality Care Providers

FALL 2011

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## Integral Quality Care

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[www.IntegralQualityCare.com](http://www.IntegralQualityCare.com)

## Welcome Thomas E. Langley Medical Center

On April 1, Thomas E. Langley Medical Center (TELMC) joined the Integral Quality Care delivery network. TELMC is a non-profit, Federally Qualified Health Center (FQHC), located in Sumterville. It also operates a satellite office, Family Medical Center at the Shore, in Ocala.

The center offers services such as Pediatrics, Pediatric Endocrinology, Adult Medicine, Behavioral Health, Podiatry, Laboratory, Pharmacy, Dental, Walk-in clinic services, X-ray and Imaging services to our enrollees in Sumter and Marion counties.



## Faster processing and payments with electronic claims submissions

Integral Quality Care has agreements with software vendors to send pre-edited CMS 1500 and UB 04 claims to Integral Quality Care. All you need to use this software in your office is a PC and a billing system that produces print images of the forms. Our EDI payer ID number is 23229.

When filing your claims electronically, please be aware that the Level Two report transmitted back to your vendor by Integral Quality Care is the only acceptable proof of timely filing. If you have further questions about this, please contact your software vendor directly.

Electronic billing eliminates the cost of sending paper claims and the software allows you to track each claim sent. The electronic entry of claims also minimizes clerical data entry errors and ensures faster processing and payment of claims.

You may also contact your Integral Quality Care provider relations representative for more information on electronic billing at 1-866-258-4326.

## Fraudulent activity hurts everyone

The vast majority of Medicaid providers and members provide and receive care within the boundaries of applicable regulations. Unfortunately, a small number of Medicaid members and providers may engage in practices that are fraudulent or abuse the Medicaid program.

Integral Quality Care supports efforts to detect, prevent and report fraud and abuse within the Medicaid system. These efforts are consistent with our mission to provide care to our enrollees while exercising sound fiscal responsibility.

Examples of actions that Integral Quality Care will report to the State's investigative agencies include:

- Consistently demonstrating a pattern of submitting falsified encounters or service reports
- Consistently demonstrating a pattern of overstated reports or up-coded levels of service
- Altering, falsifying or destroying clinical record documentation
- Making false statements relating to credentials
- Misrepresenting medical information to justify enrollee referrals
- Failing to render medically necessary covered services that providers are obligated to provide according to their contract
- Charging enrollees for covered services

Enrollee fraud is also reportable and examples include:

- Use of another enrollee's identification to obtain services
- Fraudulent application for eligibility
- Sale of durable medical equipment while on loan to enrollees
- Prescription fraud

Anyone who suspects enrollee or provider fraud or abuse may report it either to the Integral Quality Care Compliance hotline number at 1-866-321-1614 or directly to the State at the Agency for Health Care Administration's (AHCA) Consumer Complaint Hotline at 1-888-419-3456 or online at [https://apps.ahca.myflorida.com/InspectorGeneral/fraud\\_complaintform.aspx](https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx)

Fraudulent activity hurts everyone. We hope you will join us in our efforts to ensure that tax dollars spent for health care are spent responsibly and used to provide necessary care for as many enrollees as possible.

*Source: Florida Agency for Health Care Administration*

## Consent form required for psychotherapeutic drugs

Effective September 1, 2011, the state of Florida will require that a signed consent form be on file with the pharmacy at the time any new prescription for a psychotherapeutic drug is dispensed to a Florida Medicaid recipient 12 years of age or younger.

This form should be given to the child's parent or guardian to be presented to the pharmacy at the time the drug is prescribed. A hard copy of this form must be on file for any new prescription (and all related refills).

## The importance of Child Health Check-Up (CHCUP)

As licensed health care professionals, you understand the importance of preventive care. The Child Health Check-Up program includes comprehensive physical exams, developmental assessments and anticipatory guidance.

The Child Health Check-Up Coverage and Limitations Handbook can be accessed by visiting [www.mymedicaid-florida.com](http://www.mymedicaid-florida.com). Select Public Information for Providers, then Provider Support, then Provider Handbooks, and then the Child Health Check-Up Handbook.

This is a reminder of other important components to include:

### Fluoride varnish

Oral evaluation and fluoride varnish application are preventive services which should be provided to high risk patients, preferably within six months of eruption of the first primary tooth. Medicaid covers the application of fluoride varnish when provided in a physician's office to Medicaid-eligible children ages 6 months to 3 1/2 years. Physicians, physician assistants, and advanced registered nurse practitioners may provide this service and bill Medicaid using CPT procedure code 99499 SC.

Fluoride varnish may be applied to a child's teeth at the time of the CHCUP visit. Medicaid reimbursement for 99499 SC is \$27 for both the application of fluoride varnish and the oral evaluation.

The CHCUP visit should also include counseling the child's caregiver.

### Dental referrals

Dental referrals are required beginning at 3 years of age; earlier as medically indicated. CHCUP providers must refer Medicaid children who are 3 years old and older for an assessment by a dentist and document the referral. The provider may refer a younger child if it is medically necessary.

*Continued on page 3*

# The importance of Child Health Check-Up (CHCUP)

Continued from page 2

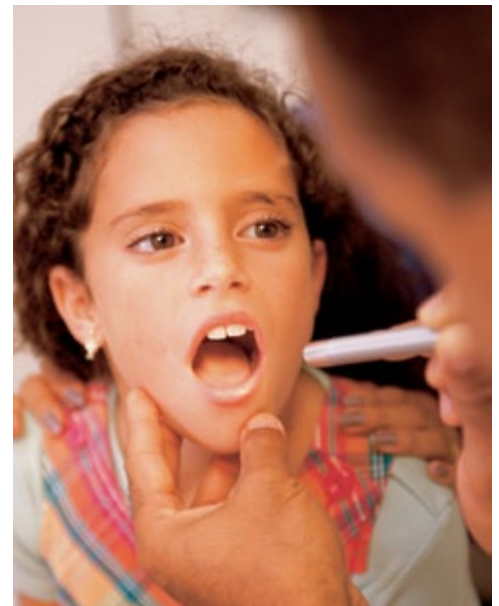
Following the initial dental referral, subsequent visits to a dentist are recommended every 6 months, or more frequently as prescribed by a dentist or other authorized provider.

## Blood lead testing

Performing a blood test for lead is a federal requirement at specific intervals during the CHCUP. This note is to remind you how important it is to document the blood tests you are performing. Failure to provide documentation can lead to a federal audit and the requirement to repay Medicaid for fees received.

The federal regulation as referenced in the Child Health Check-Up Coverage and Limitations Handbook, October 2003, pages 2-13 and 2-14, and page 3-6, requires that all Medicaid children receive a screening blood lead test at the ages of 12 months and 24 months, and between the ages of 36 months and 72 months if they have not been previously screened for lead poisoning. The procedure code for blood lead testing is 83655.

*Article excerpted from the Florida Medicaid Provider Bulletin, Agency for Health Care Administration, Volume XI, Issue 3, Summer 2011.*



## Claims reconsideration process vs. provider appeal process

Integral Quality Care has two separate and distinct processes designed to assist providers with issue resolution. The chart below illustrates the process to follow when filing a claims reconsideration or resubmission versus an appeal.

	Claims Reconsideration	Appeal
<b>Form</b> (available at <a href="http://www.IntegralQualityCare.com">www.IntegralQualityCare.com</a> )	Claims Reconsideration/Resubmission Form	Appeal Form
<b>Address</b>	Integral Quality Care Attention: Claims Resubmission/Reconsideration P.O. Box 61415 Phoenix, AZ 85082-1145	Integral Quality Care Attention: Appeals Department F399 4630 Woodland Corporate Blvd Tampa, FL 33614 Fax: 813-775-0682
<b>Appropriate Categories</b>	<ul style="list-style-type: none"> <li>• Claim resubmissions</li> <li>• Corrected claims (including missing/incomplete/invalid diagnosis, procedure or modifier denials)</li> <li>• Timely Filing</li> <li>• COB (missing/illegible primary explanation of benefits)</li> </ul>	<ul style="list-style-type: none"> <li>• Denied days for IP (inpatient) stays</li> <li>• Authorization denials for late notification</li> <li>• Claims denials for no authorization/precertification</li> <li>• Services denied per finding, i.e. medical necessity reviews, etc.</li> </ul>
<b>Timeframe For Submission</b>	Claims reconsiderations/resubmissions must be submitted within 12 months of the date of service	Claim denial appeals must be submitted within 45 days from the date of service or date of discharge from a facility. Authorization denial appeals must be submitted within 45 days after the date of the adverse action (denial letter).

## Use of Modifier 51

The primary procedure is determined by the billed diagnosis. This modifier requires submission of an operative report and other pertinent documentation with the submission of the claim.

Please follow the link to the provider handbook located on the AHCA website and review Chapter 3 Page 9 on the use of modifier 51. For your convenience, we have attached the link to our newsletter website:

[http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/CL\\_10\\_101103\\_Physician\\_Svcs\\_Hndbk.pdf](http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/CL_10_101103_Physician_Svcs_Hndbk.pdf)

If you have any questions, please contact your provider relations representative at 1-866-258-4326, option 2 then 5.

## Road map for physicians to avoid Medicare and Medicaid fraud and abuse

The Office of Inspector General and Department of Health and Human Services have recently published a guide to assist physicians in understanding how to comply with Federal laws that combat fraud and abuse and ensure appropriate medical care.

The information is organized around three types of relationships that physicians frequently encounter in their careers:

- I. Relationships with payers
- II. Relationships with fellow physicians and other providers
- III. Relationships with vendors

The key issues addressed in this brochure are relevant to all physicians, regardless of specialty or practice setting.

For your convenience, we have added the link to this publication to the provider page on our website, [www.IntegralQualityCare.com](http://www.IntegralQualityCare.com). We encourage all provider offices to download and reference this easy to understand information.

[http://oig.hhs.gov/compliance/physician-education/roadmap\\_web\\_version.pdf](http://oig.hhs.gov/compliance/physician-education/roadmap_web_version.pdf)



## Provider news

**Florida Hospital Orlando** began their Cardio Robotics Program in February, 2010. Since then, they have performed a great volume of cases with varying procedures and have mentored many surgical program students.

They have also recently performed their first Totally Endoscopic Coronary Artery Bypass (TECAB) procedures successfully.

They are currently accepting patients for robotic mitral valve repairs.

For more information on this new technological advancement, please visit their website at <http://www.floridahospital.com> or contact their team at 407-303-9300.

## Provider disclosure requirement

According to the Code of Federal Regulations title 42, part 455, sections 100-106, all providers enrolled with the Florida Medicaid program must complete a disclosure form.

This form must be completed annually and is a CMS requirement.

If your office has not completed the disclosure form, please contact our provider relations team at 1-866-258-4326; option "2" then option "5." As a contracted provider service network, Integral Quality Care is required to ensure its contracted providers comply with this CMS requirement. Failure to abide by the provider disclosure requirement could result in claim denials.

# Provider relations is ready to help

Have a question about billing or a claim? As always, you can reach Integral Quality Care toll-free at 1-866-258-4326. Or you may contact your provider relations representatives directly:

<b>Sheila Jones, Provider Relations Manager</b>	Sheila.Jones@IntegralQualityCare.com	<b>813-404-2912</b>
<b>Shawn Albritten, Provider Relations Liaison</b>	Shawn.Albritten@IntegralQualityCare.com	<b>813-775-0828</b>
<b>Elizabeth Barclay, Provider Relations Liaison</b>	Elizabeth.Barclay@IntegralQualityCare.com	<b>813-775-0528</b>
<b>Denita Lewis, Network Representative</b>	Denita.Lewis@IntegralQualityCare.com	<b>813-775-0287</b>
<b>Carmen McCray, Network Representative</b>	Carmen.McCray@IntegralQualityCare.com	<b>813-775-0558</b>
<b>Keonia Young, Network Representative</b>	Keonia.Young@IntegralQualityCare.com	<b>813-775-0553</b>

## Enroll in the Vaccine for Children (VFC) program

Through this program, federal and state governments purchase vaccines for Medicaid enrollees under the age of 19. Vaccines are made available to providers free of charge. Any Integral Quality Care provider who is licensed to give immunizations is required to enroll in this program. If you have questions or need assistance in enrolling in this program, contact a provider relations representative at 1-866-258-4326.



### Who to call?

#### A quick reference guide

Call Integral Quality Care toll-free at 1-866-258-4326 and then follow the prompts:

- Eligibility inquiry ..... Prompts 2, 2
- Claims/customer service ..... Prompts 2, 1
- Prior authorization inquiry ..... Prompts 2, 3
- Disease management inquiry ..... Prompts 2, 6
- Pharmacy ..... Prompts 2, 7
- Provider relations..... Prompts 2, 5
- Care management inquiry ..... Prompts 2, 8

# Welcome new providers

*Providers who have joined the Integral Quality Care plan January 1, 2011 through September 2, 2011*

Abitbol, Martin, MD  
Abraham, Julie, OD  
Advanced Care Solutions  
Advanced Mobility and Medical Depot  
Ahmadi, Anissa, DMD  
Ahmed, Imtiaz, MD  
Albert, Lawrence, MD  
Aldabagh, Hiba, MD  
Aldousany, Abdulwahb, MD  
Alemar, Jose, MD  
Alert Medical  
Alhazzouri, Ahmed, MD  
Alliance Oxygen and Medical Equipment  
Alonso, Zenaida, DDS  
Alpert, Myles, DO  
Ambinder, Roy, MD  
Ames, Marybeth  
Andresini, William, PA  
Andrew, David, DPM  
Archibald, David, MD  
Arkin, Steven, MD  
Arumugam, Roger, MD  
Athanasίου, Robert, MD  
Atkins, Brian, OD  
Auerbach, Lewis, MD  
Axline, David, MD  
Azizi, Habib, OD  
Balaraman, Rama, MD  
Balch, Kyle, MD  
Baldwin, Melisha, MD  
Ball, Jennifer, DO  
Bapatla, Amruth, MD  
Barnard, Amanda  
Barrios, Jan, MD  
Baryla, Joanne  
Bassaly, Renee, DO  
Becka Fitzpatrick, Maria, DO  
Beckett, Thomas, MD  
Beckwitt, Julie, OD  
Bell, Cynthia, MD  
Bellande, Myriam  
Bella-Pella, Pami, NP  
Beltran, Alvaro, MD  
Bendeck, Maria, DO  
Bergen, Gary, MD  
Berger, Maury, MD  
Bergier, Gregoire, MD  
Bergman, Stuart, MD  
Bernstein, Andrew, DO  
Beskow, Christian, MD  
Better Life Respiratory and Medical Supply LLC  
Bochorishvili, Vakhtang, MD  
Bookman, Kenneth, MD  
Boucek, Francis, MD  
Braverman, Stacy  
Briceno, Josevicente, MD  
Brockwell, Russell, MD  
Brodsky, Norman, MD  
Brown, Cynthia, NP  
Brown, Mark, MD  
Brown, Reisha, MD  
Buffalo Wheelchair Inc..  
Burgin, William, MD  
Camacho, Natalia, MD  
Capps, Steven, NP  
Carr, Silvana, MD  
Carraway, Robert, MD  
Carter, Susan, DC  
Cartwright, Thomas, MD  
Cazin, Robin  
Center For Disease Detection LLC  
Central Florida Imaging Center Inc.  
Central Florida Surgi Center  
Chamberlain, Kerry, DO  
Chancellor, Michael, MD  
Chang, Peter, MD  
Chatham, James, MD  
Chatoor, Hafeez, MD  
Chaudhari, Ashokkumar, PA  
Chung, Speter, MD  
Churchill, John, MD  
Clements, Emily, DO  
Clyatt, Carlyle, NP  
Cohen, Howard, MD  
Collison, Lori, MD  
Cook, Steven, CRNA  
Cooper, Deborah, MD  
Cortese, Frank, NP  
Cotton, John, MD  
Couch, Richard, DO  
Courtney, Ashley, PA  
Crump, Amanda  
Curington, Curtis, DDS  
D'Angelo, Michael, MD  
Dau, Catherine, OD  
Dean, Edwinjames, MD  
Decker, Jamie, MD  
Desermia, Kristin  
Diaz, Michael, MD  
Diehl, Sylvia  
Dimensional Imaging Inc.  
Dirotto, Jennifer, DO  
Dishauzi, David, DC  
Dishauzi, Douglas, DC  
Dolan, Patti, MD  
Doshi, Ketan, MD  
Douchis, Jon, MD  
Dudley, Dulce, MD  
Durham, Wade, MD  
Edgeworth, Rebecca, PT  
Elsayed, Eiman, MD  
Ellis, Christian, MD  
Encore Respiratory  
Ericsson, Dawn, MD  
España, Edgar, MD  
Estevez, Michelle, MD  
Facioli, Jennifer, NP  
Fahien, Erin, NP  
Fechtenburg, Robert, CRNA  
Feldman, John, MD  
Ferns, Justin, MD  
Faglesthaler, William, MD  
Fisher, Georgebritt, DO  
Flynn, Michael, MD  
Fonseca, Ramon, MD  
Ford, Carolyn  
Franco, Nicholas, MD  
Frank, Adam, MD  
Freire, Grace, MD  
Frey, Roger  
Friedman, Scott, MD  
Friedman, Robert, MD  
Fueredi, Adam, MD  
Funieru, Julia, MD  
Gadallah, Merrit, MD  
Galat, John, MD  
Gamouras, George, MD  
Gauta, Joseph, MD  
Gauwitz, Michael, MD  
Gelinas, Bruce, MD  
Gerth, Jennifer, PA  
Gogineni, Anil, MD  
Golden, Herb, DC  
Goldstein, Jerold, DPM  
Gonzalez, Ashley, MD  
Gonzalez, Antonio, MD  
Gorian, Francis, PA  
Gould, Richard, MD  
Gousse, Ralph, MD  
Grahamjr, Angus, MD  
Grassi, Frank, MD  
Greene, Briggs  
Grevengood, Chris, MD  
Grieco, Erichard, MD  
Gross, Rosalyn, NP  
Gu, Qin, MD  
Gurevitch, Earl, MD  
Gursoy, A.Sinan, MD  
Guzman, Benildo, MD  
Hanger Prosthetics and Orthotics Inc.  
Hano, Andrew, DO  
Hansel, Lisa  
Hanson, Robert, MD  
Harcourt, Karen, DO  
Harrington, Douglas, DO  
Harrington, Catherine, MD  
Harris, Vanisia, DMD  
Hartsfield, Christie, OD  
Haven, Jesse, MD  
Hawrych, Andrew, MD  
Healthmax Home Care Services Inc.  
Hechtman, Jill, MD  
Herrick, Ellen  
Hendrix, Marcy  
Henrichsen, Karen, DO  
Hernandez, Madeline, OD  
Hernandez, Juan, MD  
Herrera, Angel, MD  
Hertz, Barry, MD  
Hildahl, Dean, MD  
Hiler, Richard, DC  
Ho, Vutran, MD  
Hochman, Eric, MD  
Hoddinott, Kevin, MD  
Holberg, Steven, DPM  
Home Again Oxygen and Mobility Products LLC  
Home Respiratory Solutions Inc.  
Homsy, Yves, MD  
Hoover, Dennis, MD  
House of Hearing  
Hurst, James, MD  
Hussaim, Shama, MD  
Hussein, Maen, MD  
Iyengar, Vasundhara, MD  
Iyer, Pallavi, MD  
Jackson, Malia, MD  
Jay, Jonathan, MD  
Jooma, Nuruddin, MD  
Josephson, Mark, MD  
Kammerman, Max, MD  
Kapp, Howard, MD  
Karr, Jeffrey, DPM  
Karunakara, Raj, MD  
Kawiecki, Jacalyn, MD  
KCI USA Inc.  
Kerwin, Timothy, MD  
Khan, Obayedur, MD  
Khatri, Nilofer, DMD  
Kim, Lance, DO  
Klimowich, Christopher, DPM  
Knipe, Richard, MD  
Koch, Kathryn, MD  
Kohli, Nagesh, MD  
Kolligian, Mark, MD  
Konda, Vijay, MD  
Korri, Karl, MD  
Krischanowski, Alex, DC  
Kumari, Kriti, MD  
Kunjumoideen, Kottapurath, MD  
Kuykendall, R.Craig, MD  
Labovitz, Arthur, MD  
Lacson, Agustin, MD  
Lajara, Reyna, MD  
Lammermeier, David, MD  
Lange, Michael, OD  
Langford, Carolyn, DO  
Lapic, Angela  
Laquis, Stephen, MD  
Ledford, Robert, MD  
Lemoine, Fritz, MD  
Levine, Paul, MD  
Linberg, Thomas, MD  
Lindner, David, DO  
Loerop, Jessica, PA  
Lomonaco, Maryann, MD  
Luke, Steven, MD  
Luong, Don, MD  
Mace, Joseph, MD  
Mahan, Teresa, NP  
Mair, Richard, DC  
Maresh, Renae, PT  
Marquina, Jose, MD

Martin, Frances, MD  
Martin, David, DC  
Martin, Ismael, DO  
Marzano, Mark, MD  
Matias, Felix  
Mauricio, Margaret, DDS  
Mavunda, Kunjana, MD  
McCabe, Cathleen, MD  
McClanahan, Angela, DO  
McClintic, Virgil, OD  
MClean, Wallace, MD  
Medi Homecare  
Melgen, Victor, MD  
Memoli, Karen, OD  
Mendello, Christopher, MD  
Milbrandt, Eric, MD  
Miller, Michelle, MD  
Mobility Unlimited  
Montero, Freddy, MD  
Moralle, Kelly  
Morgan, Randall, MD  
Mortensen, Monica, DO  
Muscato, Nancy  
Nagda, Rasik, MD  
Naji, Iad, MD  
Narain, Shakti, MD  
Nasser, Ali, MD  
Nastan, Mary, PT  
Nelson, Christopher, MD  
Nesmith, Dan, CRNA  
Nguyen, Thieu, MD  
Nguyen, Steven, MD  
Nguyen, Kathleen, DMD  
Nguyen, Anh, MD  
Nickeson, Robert, MD  
Nieves, Igdalia  
Nyanudor, Vava, MD  
Oliveros, Fabio, MD  
Olson, Ryan, MD  
O'Neill, Edward, DC  
Orthotic and Prosthetic Centers of  
Ft Myers Inc.

Otremba, Sharon  
Paonessa, Jeffrey, MD  
Paras, Roderick, MD  
Parsons, Gary, MD  
Partners Imaging Center of Sarasota LLC  
Patel, Urmila, MD  
Patel, Hitesh, MD  
Patterson-Sharol, MD  
Pearson Martinez, Robert, MD  
Perez Barrios, Julian, MD  
Peterson, John, MD  
Physicians Day Surgery Center Inc.  
Pierson, Carrie, NP  
Plous, Oren, MD  
Podos, Andrew, MD  
Polsky, Ethan, MD  
Proscan High Field Open MRI and CT  
Proscan Imaging Naples LLC  
Proximed  
Puerto, Juan, MD  
Purdum, Chad, MD  
Quiles-Cruz, Francisco, MD  
Quinteros, Carlos, MD  
Qureshi, Musarrat, MD  
Rahim, Perwaiz, MD  
Ramos, Edwin, MD  
Ramsay, William, OD  
Regala, Philip, MD  
Reisman, E, MD  
Reynolds, Craig, MD  
Ribas-Schultz, Florida, MD  
Richardson, William, DO  
Righi, Alberto, MD  
Rivera, Rolan, DO, MD  
Robbins, Mark, MD  
Rodas, Raul, DO  
Rodriguez, Alexis, OD  
Rodriguez, Alejandro, MD  
Rodriguez Hernandez, Ralph, MD  
Rojas, Carlos, MD  
Rosado, Ariosto, MD  
Rose, Deborah, DC

Rose, Manuel, MD  
Rosenbach, Kevin, MD  
Roth, Tracey, MD  
Roy, Bruce, MD  
Sands, Susan, DC  
Santos-Ocampo, Carlo, MD  
Sawalhaturpin, Dima, MD  
Schwartz, J Daniel, MD  
Scully, Karrin, PT  
Shah, Hiral, MD  
Shah, Abid, MD  
Shannon, F Brett, DO  
Shapiro, Rochelle, MD  
Sharma, Anuj, DO  
Shepard, Debra, MD  
Siefman, Michael, DC  
Simmons, Chad, DPM  
Simpson, Charles, MD  
Singh, Premran, MD  
Sites, Ira, MD  
Smith, Michael, MD  
Sommerfield, David, MD  
Soto, Adolfo, MD  
Southeastern Medical Supply Inc.  
Spilker, Herman, MD  
Stephens, Hera, MD  
Sterrett, James, MD  
Stone, David, MD  
Stovall, Stephanie, MD  
Subramanian, Thondikulam, MD  
Sunbelt Medical Supply and Oxygen Inc.  
Suwannee River Kidney Center  
Swannick Konopczynski, Krystine, MD  
Tambrinijr, Alex, MD  
Taylor, James, DO  
Taylor, Lori, MD  
Taylor, Brice, MD  
Tebbi, Cameron, MD  
Teegardin, Kelly  
Themar-Geck, Melissa, MD  
Thomas E Langley Medical Center  
Tickle, June, NP

Torres, Saul, DMD  
Torres, Frederick, MD  
Trance, Mario, MD  
Travalia, Silvio, MD  
Trobough, John, MD  
Tsakadze, Nina, MD  
Tuch, Howard, MD  
Tufariello, Daniel, MD  
Tunkle, Ashley, MD  
Umamaheswaran, Indira, MD  
Underberg, Robert, MD  
Unsworth, Debbie, NP  
Urato, Adam, MD  
Valentin, Socorro, NP  
Vanummersen, Lynn, MD  
Vargas, Gisela, MD  
Varney, Ella, MD  
Vavruska, Julie, DDS  
Vedder, Charles, MD  
Veerani, Anila, MD  
Veigh, Stephen, DO  
Velamakanni, Shona, MD  
Venable III, James, MD  
Wagner, Mathew, MD  
Wagner, Stephen, MD  
Walgreens Infusion Services  
Waterman II, Philip, MD  
West, Steven, MD  
Westman, Charlene  
Whalley, David, MD  
White, David, MD  
Whitney, Jennifer  
Wickert, Cecilia  
Wiesen, Scott, MD  
Wilkinson, David, MD  
Winzenried, Guy, MD  
Yango-Cadavos, Charina, MD  
Young, Michael, PA

## About Integral Quality Care

**Statement of business:** Integral Quality Care is a not-for-profit corporation whose sole member is Collier Health Services, a Federally Qualified Health Center located in Collier County.

**Industry definition:** Capitated Provider Service Network in the state of Florida

**Established:** 2010

**Corporate location:**

4630 Woodland Corporate Blvd.

Tampa, FL 33614

Phone: 1-866-258-4326

Web site: [www.IntegralQualityCare.com](http://www.IntegralQualityCare.com)

**Licensing body:** State of Florida's Agency for Health Care Administration (AHCA)

**Counties served:** Collier, Highlands, Manatee, Marion, Polk, Sumter

**Services provided:** Health care benefits covered by Medicaid and a variety of additional benefits to improve quality of care:

- OTC drug benefit at participating pharmacies
- Male circumcision up to 28 days from birth
- Adult and child dental services
- Smoking cessation services
- Nutrition education
- Family planning services
- Non-emergent transportation coordination
- Advance directives
- Cultural competency
- Language line

**Provider network:** 3,800 providers

**Management:**

James Young, CEO

John DiPalma, COO

Lauren Edgington, CFO

Fred Hill, MD, CMO