Community Care Plan
The Health Plan with a Heart

Provider Notice

To: FHK Providers
Subject: Florida Healthy Kids: Pharmacy Reconsideration Requests
Notice Date: October 30, 2026

Dear Provider,

If a Florida Healthy Kids (FHK) pharmacy prior authorization request was denied because clinical records were missing. We encourage you to request a reconsideration through Prime Therapeutics before filing an appeal. Prime is our pharmacy benefit manager for FHK.

How to request a reconsideration

Call Prime at **1-800-424-7897**. They can walk you through:

- The reconsideration process
- Required documents
- Expected timeframes

For general questions about this notice, call the Provider Operations Hotline at **1-855-819-9506**.

Thank you for caring for our FHK patients.

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