

July 2019

Authorization, precertification and referral process reminder

This notice serves to remind providers and facilities that there are three ways to submit an authorization or precertification request to Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply): electronically via the Availity Portal, by fax or by phone.

Electronic submission:

Visit <https://www.availity.com> and select **Patient Registration** from the top navigation. Then select **Auth/Referral Inquiry** or **Authorizations**.

Fax:

- Medicaid: **1-800-964-3627**
- Medicare: **1-866-959-1537**

Phone:

- Medicaid: **1-844-405-4296**
- Medicare: **1-844-405-4297**

Referrals

Based on the regional rollout schedule, we will retire the *Quick Authorization Form (QAF)* and replace it with Availity.

To determine coverage of a particular service or procedure for a specific member:

- Access eligibility and benefits information on the Availity Portal.
- Use the Prior Authorization Lookup Tool within Availity or call Simply Provider Services at **1-844-405-4296** for Medicaid or **1-844-405-4297** for Medicare.

Following Simply's gatekeeper model, PCPs **must** refer via paper script to specialist services. The specialist must collect and maintain the referral in the record for audit purposes.

Regional rollout schedule:

- Medicaid members in Regions 9, 10 and 11: currently effective as of December 1, 2018
- Medicaid members in Regions 5, 6, 7 and 8: currently effective as of January 1, 2019
- Medicare members: currently effective as of January 1, 2019
- Medicaid members in Regions 1, 2, 3 and 4: effective February 1, 2019

Please verify benefit coverage prior to rendering services. Inpatient services and nonparticipating providers always require precertification.

www.simplyhealthcareplans.com/provider | www.clearhealthalliance.com/provider

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. is a Medicare-contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.