

August 2019

Integrated Home Care Services announcement

Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply) works with Integrated Home Care Services (IHCS) for home health, durable medical equipment and home infusion services to our members enrolled in Statewide Medicaid Managed Care Managed Medical Assistance.

What if I have a member in active treatment?

If you already have an approved authorization for treatment, please contact IHCS for the transition of care coordination at **1-844-215-4264**.

How can I refer a member to IHCS?

Precertification requests may be submitted to Simply online at <https://www.availability.com>, by phone at **1-844-405-4296** or by fax at **1-844-528-3687**.

Can I submit orders directly to IHCS?

Yes, if an item does not require precertification from Simply, you can send the orders directly to IHCS for fulfillment. To determine if precertification is required from Simply, use the following tools:

- Availability Portal: <https://www.availability.com>
- Simply's precertification tool: <https://www.simplyhealthcareplans.com/florida-provider/precertification-lookup>
- Provider Services: **1-844-405-4296**

If precertification is required, please submit an authorization request with signed orders to Simply. Once approved, we will send the orders to IHCS for fulfillment.

I am not an IHCS provider. How do I contract with IHCS?

Please contact IHCS directly at **1-844-215-4264** to join their network and begin the contracting and credentialing process.

How do I submit claims?

You can submit the claims for IHCS members directly to IHCS using the options below:

<p>Electronic claims:</p> <ul style="list-style-type: none"> • The IHCS clearinghouse name: Plexis Healthcare Systems • The IHCS Payer ID: IHCS1 • The proper name of IHCS: Integrated Home Care Services 	<p>Paper claims:</p> <p>Integrated Home Care Services Attn: Claims Department 3700 Commerce Parkway Miramar, FL 33025</p>
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I have claims that are denied. How will these be paid?

You can submit an appeal in writing to the following address:

Integrated Home Care Services
Attn: Claims Research and Resolution
3700 Commerce Parkway
Miramar, FL 33025

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.

SFLPEC-1555-19 August 2019