



Statewide Medicaid Managed Care Long-Term Care Reference Guide



Key contacts

Provider Services	877-440-3738
Member Services and 24/7 NurseLine	877-440-3738
Website	https://provider.simplyhealthcareplans.com
Statewide Medicaid Managed Care Long-Term Care (SMMC LTC) Provider Relations email	ltprovrelations@simplyhealthcareplans.com
Case specialist email (for authorization request)	dl-fltccasespecialist@simplyhealthcareplans.com

Vendors:

Vendor	Type of vendor	Contact information
20/20 Eye Care Network*	Hearing services	844-575-4327
Carelon Behavioral Health, Inc.*	Behavioral health services	844-375-7215
Chiro Alliance Corp.* DBA Medsolutions DBA eviCore Healthcare	Chiropractic services	877-434-8258
Evolve* (SMMC LTC only)	Home modification	844-438-7577
CarelonRx, Inc.*	Rx	833-235-2030
iCare*	Vision services	855-373-7627
HN1: Health Network One*	PT/OT/ST therapy services and dermatology service	888-550-8800
Integrated Home Care Services	Home health, home infusion therapy and DME	844-215-4264, ext. 1530
ModivCare* formerly known as LogistiCare Solutions, LLC	Transportation Regions 5, 6 and 7	877-931-4753 (LTC line)
MCT Express * DBA Trip2	Transportation Regions 10 and 11	844-671-6662
Over the Counter Health Solutions*	Over the counter	866-298-0578 https://simply.otchs.com
Public Partnership (LLC)*	Participant Directed Option	877-908-1749
Availity Essentials*	ERA/claims	800-282-4548
EnrollHub™*	Direct deposit	844-815-9763
Medicaid Portal	Provider Medicaid enrollment information	800-289-7799, option 1, 4 and 3
NPPES NPI registry	NPI registration	https://npiregistry.cms.hhs.gov/registry
SMMC LTC enrollment information	Enrollment information and eligibility	https://flmedicaidmanagedcare.com 877-711-3662

Authorizations

Online	Interactive Care Reviewer: https://availability.com
Phone	877-440-3738
Fax	888-762-3220
Email	dl-flltccasespecialist@ simplyhealthcareplans.com

The following data is required for complete notification/precertification:

- Member ID
- Legible name of referring provider, if applicable
- Legible name of member referred to provider
- National provider identifier and/or tax ID number
- Number of visits/services
- Date(s) of service
- Diagnosis
- CPT®/HCPCS codes

Note: The *Quick Authorization Form* is not required for referrals.

Availity (<https://availability.com>)

- Claim submission
- Claim status
- Member eligibility
- EDI
- Reports
- Electronic prior authorization requests
- ERA
- Patient 360

Claims submissions

Paper claims
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
Electronic claims
Availity Essentials Payer ID: SEMPLY

Claims dispute process

Verbal dispute
877-440-3738
Written dispute
Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599

Visit our website for more information.

Electronic funds transfer (EFT) enrollment

Use the Council for Affordable Quality Healthcare electronic funds transfer (CAQH EFT) EnrollHub tool, available at <https://caqh.org/solutions/enrollhub>.

CAQH Provider Help Desk:

Phone	844-815-9763
Hours	<ul style="list-style-type: none">• 7 a.m. to 9 p.m., ET, Monday through Thursday• 7 a.m. to 7 p.m., ET, Friday

Electronic remittance advice (ERA) enrollment

Go to <https://availability.com> and select **Enrollments Center** in the *My Account Dashboard* on the home page. Select **ERA Enrollment** in the *Multi-Payer Enrollments* section. Then, follow the wizard and submit. After submitting, you will be notified by email that enrollment is complete and will start receiving 835s through Availity Essentials.

Availity Essentials	800-282-4548
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* 20/20 Hearing Care Network, Inc. is an independent company providing hearing benefit management services on behalf of Simply Healthcare Plans, Inc. Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of Simply Healthcare Plans, Inc. Chiro Alliance Corp is an independent company providing chiropractic management services on behalf of Simply Healthcare Plans, Inc. Evolve is an independent company providing home modification services on behalf of Simply Healthcare Plans, Inc. CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Simply Healthcare Plans, Inc. iCare is an independent company providing vision services on behalf of Simply Healthcare Plans, Inc. Health Network One, Inc. is an independent company providing dermatology and therapy management services on behalf of Simply Healthcare Plans, Inc. Integrated Home Care Services, Inc. is an independent company providing home health, home infusion and durable medical equipment on behalf of Simply Healthcare Plans, Inc. ModivCare and MCT Express are independent companies providing transportation services on behalf of Simply Healthcare Plans, Inc. Over the Counter Health Solutions is an independent company providing pharmacy services on behalf of Simply Healthcare Plans, Inc. Public Partnership (LLC) is an independent company providing webinar services on behalf of Simply Healthcare Plans, Inc. Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc. EnrollHub is an independent company providing direct deposit services on behalf of Simply Healthcare Plans, Inc.



<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.