



New claims processes, phone numbers for Simply Medicare Advantage in 2019

Summary: Effective for dates of service January 1, 2019 and after, Simply Healthcare Plans Inc. Medicare Advantage claims will transition to a new claims system. This will change the way that claims, correspondence, appeals, claim reviews and disputes are submitted to Simply. The following information will help you ensure that your Medicare Advantage claims are processed accurately.

Submitting Medicare Advantage claims, correspondence, appeals, claim reviews and disputes

Dates of service through December 31, 2018 – Continue to use the established submission process. If you need further details on the current submission process please visit our website at <https://www.simplyhealthcareplans.com/providers>

Dates of service January 1, 2019- forward

- Paper Claims
 - PO Box 61010, Virginia Beach, VA 23466-1010
- Provider Correspondence and Provider Payment Disputes,
 - P.O. Box 61599 Virginia Beach, VA 23466-1599
- Electronic Claims Payer ID <https://www.availity.com>.
 - Availity Payer ID: SMPLY
- Medicare Complaints, Appeals & Grievances (MCAG)
 - Attention: Medical Necessity Provider Appeals
 - Mailstop: OH0205-A537 4361 Irwin Simpson Road Mason, Ohio 45040

Claims for dates of service that span 2018 and 2019 calendar years require two (2) claims to be submitted as noted in the example below:

- Example:
 - Actual Dates of Service: December 28, 2018 through January 2, 2019:
 - Submit a claim for:
 - Dates of Service December 28, 2018 through December 31, 2018 using existing submission methods.
 - Dates of Service January 1, 2019 through January 2, 2019 using the new submission information provided above.

***Note:** Please submit claims with dates of services using calendar year format. Inpatient UB04 claims are excluded from this process.

Simply Healthcare Medicare Advantage member ID information

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.

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To help ensure timely and accurately processing, it is important to submit claims with the correct Member Identification number.

Simply Medicare Advantage members will be given a new member ID card for dates of services January 1, 2019- forward. **Please DO NOT use this card prior to January 1, 2019.**

Member ID numbers will change for dates of service beginning January 1, 2019. Providers must submit claims with the correct member ID.

To differentiate the old and new cards:

New claims system (dates of services January 1, 2019- forward)

- Member ID will be 3 numbers, then an M (4th digit), then 5 numbers.
Example: 123M45678
- Effective date will indicate calendar year 2019.

Old claims system (dates of services through December 31, 2018)

- Member ID starts with MC, followed by 8 numbers.
Example: MC0000123456
- Effective date will **NOT** indicate calendar year 2019 (2018 and prior would indicated).

Provider Services phone number change

Existing Simply provider services phone numbers	New Simply Medicare Advantage provider services phone number starting 01/01/2019
(786) 441-8340 (786) 441-8350 (877) 915-0551	(844) 405-4297 <ul style="list-style-type: none"> ○ Enrollment status: select 1 ○ Claims status: select 2 ○ Prior authorizations: select 3 ○ Other inquiries: select 4 Provider Services representatives are available to answer calls from 8 a.m. to 7 p.m. ET, Monday through Friday.

Member eligibility, prior authorizations and claims payment information is available 24/7 at <https://www.availity.com>.

Electronic Data Interchange (EDI)

Effective December 1, 2018 Availity will serve as your EDI partner for all electronic data and transactions.

Most of you know Availity as web portal or claims clearinghouse, but it is much more. Availity is also an intelligent EDI Gateway for multiple payers, and will be the single EDI connection for Simply Healthcare, Inc.

Your organization can submit and receive the following transactions through Availity's EDI Gateway:

- 837- Institutional Claims
- 837- Professional Claims
- 837- Dental Claims
- 835- Electronic Remittance Advice
- 276/277- Claim Status
- 270/271- Eligibility Request

Get Started with Availity

If you wish to continue using your clearinghouse, please work with them to ensure connectivity, otherwise no action is necessary on your part.

If you wish to submit directly, the Availity setup is easy. Use the Welcome Application link below to begin the process of connecting to the Availity EDI Gateway for your EDI transmissions.

[Enroll with Availity](#)

Payer ID for EDI transmissions to Availity

- Dates of service **prior** to January 1st 2019 - **00199**
- Dates of Service January 1st 2019 and thereafter – **SMPLY**

Electronic funds transfer (EFT) registration

To register or manage account changes for EFT only, [use the EnrollHub™, a CAQH Solutions™ enrollment tool](#), a secure electronic EFT registration platform. This tool eliminates the need for paper registration, reduces administrative time and costs and allows you to register with multiple payers at one time.

If you were previously registered to receive EFT only, you must register using EnrollHub to manage account changes. No other action is needed.

Electronic remittance advice (ERA) registration

Please use Availity to register and manage account changes for ERA.

Suppress (turn off) paper remittance vouchers [here](#).

Contacting Availity

If you have any questions, please contact Availity Client Services at 1-800-Availity (1-800-282-4548) Monday through Friday 8 a.m. to 7:30 p.m. Eastern Time

Medicare News

Please check Medicare News on the [Simply Healthcare provider portal](#) for the latest Medicare Advantage updates.