

December 2018

Provider Services phone numbers are changing

Summary of update: Between December 2018 and February 2019, Provider Services phone numbers for Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply) will change as plans are rolled out by region (see grids below). Medicaid and Medicare Advantage providers will have new toll-free phone numbers specifically designated for their service inquiries.

New provider service numbers:

- Medicaid: **1-844-405-4296**
- Medicare Advantage: **1-844-405-4297**
 - Enrollment status: **select 1**
 - Claims status: **select 2**
 - Prior authorizations: **select 3**
 - Other inquiries: **select 4**

Provider Services representatives for all plans 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>.

<https://provider.simplyhealthcareplans.com/florida-provider>
<https://provider.clearhealthalliance.com/florida-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.

Effective dates

Simply as a comprehensive plan for Medicaid		
REGION	COUNTIES	ROLL-OUT TRANSITION DATE
Region 10	Broward	December 1, 2018
Region 11	Miami-Dade, Monroe	December 1, 2018
Region 5	Pinellas, Pasco	January 1, 2019
Region 6	Hillsborough, Manatee, Hardee, Highlands	January 1, 2019
Region 7	Seminole, Orange, Osceola, Brevard	January 1, 2019

Clear Health Alliance as an HIV/AIDS specialty plan		
REGION	COUNTIES	ROLL-OUT TRANSITION DATE
Region 9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie	December 1, 2018
Region 10	Broward County	December 1, 2018
Region 11	Miami-Dade, Monroe	December 1, 2018
Region 5	Pinellas, Pasco	January 1, 2019
Region 6	Hillsborough, Manatee, Hardee, Highlands	January 1, 2019
Region 7	Seminole, Orange, Osceola, Brevard	January 1, 2019
Region 8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota	January 1, 2019
Region 1	Escambia, Okaloosa, Santa Rosa, Walton	February 1, 2019
Region 2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	February 1, 2019
Region 3	Alachua, Bradford, Citrus, Colombia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union	February 1, 2019
Region 4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia	February 1, 2019

Medicare Advantage roll-out transition date	January 1, 2019
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