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

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Provider Services: 1-877-440-3738
https://provider.simplyhealthcareplans.com/florida-provider

Provider Manual
Florida Statewide Medicaid Managed Care Long-Term Care Program

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The Anthem website is located at [www.anthem.com](http://www.anthem.com).

Material in this manual is subject to change. Updates will be communicated through provider alerts and posted online. Please visit [www.simplyhealthcareplans.com/provider](http://www.simplyhealthcareplans.com/provider) for the most up-to-date information.

**How to apply for participation**

If you’re interested in applying for participation with Simply, please visit [www.simplyhealthcareplans.com](http://www.simplyhealthcareplans.com), or call Provider Services at **1-877-440-3738**.
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1 INTRODUCTION

Welcome to the Florida Statewide Medicaid Managed Care Long-Term Care (SMMC-LTC) provider network family. We are pleased you joined our network, which represents some of the finest providers in the country.

We bring the best expertise available nationally to operate local community-based health care plans with experienced local staff to complement our operations. We are committed to helping you provide quality care and services to our members.

We believe providers are the most critical elements in the success of our health plans. We can only be effective in caring for members by working collaboratively with you and other caregivers. Earning your loyalty and respect is essential to maintaining a stable, quality provider network.

Updates and Changes

The most updated version of this provider manual is available online at www.simplyhealthcareplans.com/provider. To request a printed copy of this manual, call Provider Services at 1-877-440-3738, and we’ll be happy to send you a copy at no cost to you.

The provider manual, as part of your provider agreement and related addendums, may be updated at any time and is subject to change. In the event of an inconsistency between information contained in the manual and the agreement between you or your facility and Simply, the agreement governs.

If there is a material change to the provider manual, we will make all reasonable efforts to notify you in advance of such change through web-posted newsletters, fax communications and other mailings. In such cases, the most recently published information supersedes all previous information and is considered the current directive.

This manual is not intended to be a complete statement of all policies and procedures. We may publish other policies and procedures not included in this manual on our website or in specially targeted communications, including but not limited to bulletins and newsletters.
2 OVERVIEW

Who Is Simply?
As a leader in managed health care services for the public sector, we provide health care coverage exclusively to low-income families and people with disabilities. We participate in the Florida Healthy Kids, Statewide Medicaid Managed Care (SMMC) Long-Term Care and SMMC Managed Medical Assistance programs.

Mission
The Simply mission is to provide real solutions for members who need a little help by making the health care system work better while keeping it more affordable for taxpayers. The SMMC-LTC program is designed for older and adult disabled members who need help to remain at home or live in a facility. The program focuses on long-term care needs and provides help for individuals who need assistance in their daily living activities such as bathing, dressing and housekeeping.

Strategy
Our strategy is to:
- Encourage stable, long-term relationships between providers and members.
- Commit to community-based enterprises and community outreach.
- Facilitate integration of physical, behavioral and long-term care.
- Provide a full continuum of resources and promote continuity of care for our members.
- Foster quality improvement mechanisms that actively involve providers in re-engineering health care delivery.
- Encourage a customer service orientation.

Summary
The Florida legislature created a program called Statewide Medicaid Managed Care (SMMC). As a result, the Agency for Healthcare Administration (AHCA) has changed how some individuals receive health care from the Florida Medicaid program.

Two components make up the SMMC program:
- The Florida Managed Medical Assistance (MMA) program
- The Florida Long-Term Care (LTC) Managed Care program

The goals of the MMA program are to provide:
- Coordinated health care across different health care settings.
- A choice of the best-managed care plans to meet recipients’ needs.
- The ability for health care plans to offer different, or more, services.
- The opportunity for recipients to become more involved in their health care.

The goals of the LTC program are to:
- Provide coordinated LTC services to members across different residential living settings.
- Enable members to remain in their homes through the provision of home-based services or in alternative placement, such as assisted living facilities.

The MMA program was implemented in all Florida regions as of August 1, 2014. These changes are not due to national health care reform or the Affordable Care Act. Medicaid recipients who qualify and are enrolled in the MMA program will receive all health care services other than long-term care through a managed care plan.
3 QUICK REFERENCE INFORMATION

Please call us for program information, claims information, inquiries and recommendations you have about improving our processes and managed care program.

Simply Long-Term Care Numbers
- Provider Services: 1-877-440-3738
  - Claims inquiry line
  - Case management services
  - Provider Relations
- Electronic Data Interchange hotline: 1-800-590-5745

Availity Portal Client Services
- Available Monday to Friday, 8 a.m. to 7 p.m. ET at 1-800-AVAILITY (1-800-282-4548) excluding holidays.
- Email questions to support@availity.com.

Our provider website includes forms and general information about claims payment, member eligibility, and credentialing and recredentialing. Visit our website at www.simplyhealthcareplans.com/provider.

Note: We do not cover or arrange for acute care services that are covered by Medicare or Medicaid, such as physician office visits or hospital services; however, we do provide coverage for services in addition to Medicare covered services, sometimes called wraparound services, such as Medicare, coinsurance and deductibles. Simply case management is responsible for the integration and coordination of Medicare and Medicaid covered services. Medicare and/or Medicaid should be billed for Medicare covered services and/or Medicaid acute care covered services, while Simply should be billed for wraparound and long-term care services.
4 PROVIDER RESPONSIBILITIES

The provider shall:

• Practice in his or her profession ethically and legally, provide all services in a culturally competent manner, accommodate those with disabilities, and not discriminate against anyone based on his or her health status.
• Participate and cooperate with Simply in quality management, utilization review, continuing education and other similar programs established by Simply.
• Participate in and cooperate with our grievance procedures when we notify the provider of any member complaints or grievances.
• Not balance bill a member.
• Comply with all applicable federal and state laws regarding the confidentiality of member records.
• Support and cooperate with the Simply Quality Management program to provide quality care in a responsible and cost-effective manner.
• Treat all members with respect and dignity, provide them with appropriate privacy, and treat member disclosures and records confidentially to give members the opportunity to approve or refuse their release.
• Maintain communication with the appropriate agencies such as local police, social services agencies and poison control centers to provide quality member care.
• Contact a Simply case manager if a member exhibits a significant change, is hospitalized or is admitted to a hospice program.

All facility-based providers and home health agencies shall provide notice to a Simply case manager within 24 hours when a member dies, leaves or moves to a new residence.

Simply will delegate submission of the DCF #2506A Form to the nursing facilities. Nursing facilities should provide the designated Simply case manager with a copy of the completed form once it has been submitted to DCF.

Assisted living facilities and nursing homes must retain a copy of the member’s Simply plan of care on file.

Assisted living facilities, adult family care homes and adult day care are required to have continual compliance with the Home and Community-Based (HCB) Setting Requirements, which promote and maintain a homelike environment and facilitate community integration. Members residing in assisted living facilities, adult family care homes and adult day care must be offered services with the following options unless medical, physical or cognitive impairments restrict or limit exercise of these options:

• Choice of:
  o Private or semi-private rooms
  o Roommate for semi-private rooms
  o Locking door to living unit
  o Access to telephone and length of use
  o Eating schedule
  o Activities schedule
  o Participation in facility and community activities
• Ability to have unlimited visitation and snacks as desired
• Ability to prepare snacks as desired and maintain personal sleeping schedule

Simply must terminate providers who are in continuous noncompliance with HCB Setting Requirements.

If a provider is unable to provide covered services on the specific date agreed upon with the case manager, the provider must contact the case manager to schedule a new date immediately. If the case manager is not
contacted in a timely manner, it may delay adjudication of the claim. All Florida Statewide Medicaid Managed Care Long-term Care (SMMC-LTC) services covered by Simply must be authorized by a Simply case manager.

Providers must complete a Level 2 criminal history background screening to determine whether their subcontractors or any employees or volunteers of their subcontractors who meet the definition of direct service provider have disqualifying offenses as provided for in s. 430.0402 F.S. as created and s. 435.04, F.S. Any subcontractor, employee or volunteer of a subcontractor meeting the definition of a direct service provider who has a disqualifying offense is prohibited from providing services to the elderly as set forth in s. 430.0402, F.S.

Each provider must sign an affidavit attesting to his or her compliance with this requirement. We will keep the affidavit as part of the provider’s credentialing files.

Provider Support Services
We recognize that, to provide quality service to our members, you need the most accurate, up-to-date information. We offer online resource information through our provider website at www.simplyhealthcareplans.com/provider or the Provider Inquiry Line, an automated telephonic system at 1-877-440-3738. These tools allow you to verify member eligibility and claim status. All you need is one of the following:
- Member ID number
- Member Medicaid number
- Member Social Security number

Concerns, Suggestions and Complaints
We have a Provider Service Unit to help you with the administration related to providing services to Simply members. Your Provider Service Unit will work to take care of your concerns, suggestions or complaints in a timely manner. Most issues can be worked out by calling Provider Services at 1-877-440-3738 between 8 a.m. and 7 p.m. ET.

As a Simply provider, you also have an assigned Provider Relations representative that can provide you additional, in-person support or training to address your concerns. You can contact your Provider Relations representative department at 1-877-440-3738 between 8:30 a.m. and 5 p.m. ET.

Abuse, Neglect and Exploitation
Report elder abuse, neglect and exploitation to the statewide Elder Abuse Hotline at 1-800-962-2873.

Abuse means any willful act or threatened act by a caregiver that causes or is likely to cause significant impairment to an enrollee’s physical, mental or emotional health. Abuse includes acts and omissions.

Exploitation of a vulnerable adult means a person who:
1. Stands in a position of trust and confidence with a vulnerable adult and knowingly, by deception or intimidation, obtains or uses or endeavors to obtain or use a vulnerable adult’s funds, assets or property for the benefit of someone other than the vulnerable adult.
2. Knows or should know that the vulnerable adult lacks the capacity to consent, and obtains or uses or endeavors to obtain or use the vulnerable adult’s funds, assets or property with the intent to temporarily or permanently deprive the vulnerable adult of the use, benefit or possession of the funds, assets or property for the benefit of someone other than the vulnerable adult.
Neglect of an adult means the failure or omission on the part of the caregiver to provide the care, supervision and services necessary to maintain the physical and behavioral health of the vulnerable adult, including but not limited to food, clothing, medicine, shelter, supervision and medical services that a prudent person would consider essential for the well-being of the vulnerable adult. The term neglect also means the failure of a caregiver to make a reasonable effort to protect a vulnerable adult from abuse, neglect or exploitation by others. Neglect is repeated conduct or a single incident of carelessness that produces or could reasonably be expected to result in serious physical or psychological injury or a substantial risk of death.

All direct service providers are required to attend and complete abuse, neglect and exploitation training. This training can be given by the Department of Children and Families, the local area agency on aging, the Agency for Health Care Administration (AHCA), or training can be accommodated through licensing requirements.

Human Trafficking

The following is a list of potential red flags and indicators of human trafficking to help you recognize the signs. If you see any of these red flags, contact the National Human Trafficking Hotline at 1-888-373-7888 for specialized victim service referrals or to report the situation.

The presence of these red flags is an indication that further assessment may be necessary to identify a potential human trafficking situation. This list is not exhaustive and represents only a selection of possible indicators. Also, the red flags in this list may not be present in all trafficking cases and are not cumulative. Indicators reference conditions a potential victim might exhibit.

Common work and living conditions:
- Is not free to leave or come and go as he or she wishes
- Is in the commercial sex industry and has a pimp/manager
- Is unpaid, paid very little or paid only through tips
- Works excessively long and/or unusual hours
- Is not allowed breaks or suffers under unusual restrictions at work
- Owes a large debt and is unable to pay it off
- Was recruited through false promises concerning the nature and conditions of his or her work
- High security measures exist in the work and/or living locations (for example, opaque windows, boarded up windows, bars on windows, barbed wire, security cameras, etc.)

Poor mental health or abnormal behavior:
- Is fearful, anxious, depressed, submissive, tense or nervous/paranoid
- Exhibits unusually fearful or anxious behavior after bringing up law enforcement
- Avoids eye contact

Poor physical health:
- Lacks medical care and/or is denied medical services by employer
- Appears malnourished or shows signs of repeated exposure to harmful chemicals
- Shows signs of physical and/or sexual abuse, physical restraint, confinement, or torture

Lack of control:
- Has few or no personal possessions
- Is not in control of his or her own money, no financial records, or bank account
- Is not in control of his or her own identification documents (ID or passport)
- Is not allowed or able to speak for themselves (a third party may insist on being present and/or translating)
Other:
- Claims of just visiting and inability to clarify where he or she is staying/address
- Lack of knowledge of whereabouts and/or of what city he or she is in
- Loss of sense of time
- Has numerous inconsistencies in his or her story

Note: According to federal law, any minor under the age of 18 engaging in commercial sex is a victim of sex trafficking, regardless of the presence of force, fraud or coercion.

The Health Insurance Portability and Accountability Act

The Health Insurance Portability and Accountability Act (HIPAA), also known as the Kennedy-Kassebaum bill, was signed into law in August 1996. The legislation improves the portability and continuity of health benefits, ensures greater accountability in the area of health care fraud and simplifies the administration of health insurance.

We strive to ensure both Simply and contracted participating providers conduct business in a manner that safeguards patient/member information in accordance with the privacy regulations enacted pursuant to HIPAA. Contracted providers must have the appropriate procedures implemented to demonstrate compliance with HIPAA privacy regulations.

We recognize our responsibility under the HIPAA privacy regulations only to request the minimum necessary member information from providers to accomplish the intended purpose. Conversely, you should only request the minimum necessary member information required to accomplish the intended purpose when contacting us. However, the privacy regulations allow the transfer or sharing of member information, such as a member’s medical record, which we may request to conduct business and make decisions about care in order to make an authorization determination or resolve a payment appeal. Such requests are considered part of the HIPAA definition of treatment, payment or health care operations.

Fax machines used to transmit and receive medically sensitive information should be maintained in an environment with restricted access to individuals who need member information to perform their jobs. When faxing information to us, verify the receiving fax number is correct, notify the appropriate staff at Simply and verify the fax was received appropriately.

Email (unless encrypted) should not be used to transfer files containing member information to Simply (for example, Microsoft Excel spreadsheets with claim information). Such information should be mailed or faxed.

Please use professional judgment when mailing medically sensitive information, such as medical records. The information should be in a sealed, nylon-reinforced envelope marked confidential and addressed to a specific individual, post office box or department at Simply.

Our voice mail system is secure and password-protected. When leaving messages for Simply associates, only leave the minimum amount of member information required to accomplish the intended purpose.

When contacting us, please be prepared to verify your name and address and either your tax identification number, National Provider Identifier or Simply provider number.

Member Records

Providers are required to maintain medical records for each patient in accordance with the medical record requirements below and with 42 CFR 431 and 42 CFR 456. A permanent medical record will be maintained at the
primary care site for every member and be available to the PCP and other physicians. Medical records shall include the quality, quantity, appropriateness and timeliness of services performed.

Providers are required to have a designated person in charge of medical records. This person’s responsibilities include but are not limited to:
- The confidentiality, security and physical safety of records.
- The timely retrieval of individual records upon request.
- The unique identification of each patient’s record.
- The supervision of the collection, processing, maintenance, storage and appropriate access to the usage of records.
- The maintenance of a predetermined, organized and secured record format.

Medical Record Standards
Except when otherwise required by law, the content and format of clinical records, including the sequence of information, are uniform. Records are organized in a consistent manner that facilitates continuity of care.

All patient medical records are to reflect all aspects of patient care, including ancillary services. Providers must follow the medical record standards set forth below for each member’s medical records as appropriate:
- Include the enrollee’s identifying information, including name, enrollee ID number, date of birth, gender and legal guardianship or responsible party if applicable.
- Maintain each record legibly and in detail.
- Include a summary of significant surgical procedures, past and current diagnoses or problems, allergies, untoward reactions to drugs and current medications and any other health conditions.
- Record the presence or absence of allergies and untoward reactions to drugs, current medications and/or materials in a prominent and consistent location in all clinical records. Note: This information should be verified at each patient encounter and updated whenever new allergies or sensitivities are identified.
- Ensure all entries are dated and signed by the appropriate party.
- Indicate in all entries the chief complaint or purpose of the visit, the objective, diagnoses, and medical findings or impression of the provider.
- Indicate in all entries the studies ordered (for example, lab, X-ray, electrocardiogram) and referral reports.
- Indicate in all entries the therapies administered and prescribed.
- Record all medications prescribed and documentation or medication reconciliation, including any changes in prescription and nonprescription medication with name and dosage when available.
- Include in all entries the name and profession of the provider rendering services (for example, MD, DO), including the provider’s signature or initials.
- Include in all entries the disposition, recommendations, instructions to member, evidence of follow-up and outcome of services.
- Include copies of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for children under 13 years of age.
- Ensure all records contain an immunization history and documentation of body mass index.
- Ensure all records contain information relating to the member’s use of tobacco products and alcohol and/or substance abuse.
- Ensure all records contain summaries of all emergency services and care and hospital discharges with appropriate and medically indicated follow-up.
- Document referral services in all members’ medical records.
- Include all services provided, such as family planning services, preventive services and services for the treatment of sexually transmitted diseases.
- Ensure all records reflect the primary language spoken by the member and any translation needs of the member.
• Ensure all records identify members needing communication assistance in the delivery of health care services.
• Ensure all records contain documentation of the member being provided with written information concerning his or her rights regarding advance directives (that is, written instructions for living will or power of attorney) and whether or not he or she has executed an advance directive.
  o Note: Neither Simply nor any of our contracted providers will require the member to execute or waive an advance directive as a condition of treatment. We will maintain written policies and procedures for advance directives.
• Maintain copies of any advance directives executed by the member.
• Enter significant medical advice given to a patient by phone or online, including medical advice provided after-hours, in the patient’s clinical record and appropriately sign or initial.
• Clearly contrast any notation in a patient’s clinical record indicating diagnostic or therapeutic intervention as part of clinical research, with entries regarding the provision of nonresearch-related care.
• Review and incorporate all reports, histories, physicals, progress notes and other patient information, such as laboratory reports, X-ray readings, operative reports and consultations into the record in a timely manner.
• Document a summary of past and current diagnoses or problems, including past procedures if a patient has had multiple visits/admissions, or the clinical record is complex and lengthy.
• Include a notation concerning cigarettes if present for patients 12 years of age and older. Abbreviations and symbols may be appropriate.
• Provide health education to the member.
• Screen patients for substance abuse and document as part of a prevention evaluation during the following times:
  o Initial contact with a new member
  o Routine physical examinations
  o Initial prenatal contact
  o When the member evidences serious overutilization of medical, surgical, trauma or emergency services
  o When documentation of emergency room visits suggests the need

The following requirements for patients’ medical records must also be met:
• **Consultations, referrals and specialist reports:** Notes from any referrals and consultations must be in the record. Consultation, lab and X-ray reports filed in the chart must have the ordering physician’s initials or other documentation signifying review. Consultation and any abnormal lab and imaging study results must have an explicit notation in the record of follow-up plans, including timely notification for the patient or responsible adult party.
• **Emergencies:** All emergency care provided directly by the contracted provider or through an emergency room and the hospital discharge summaries for all hospital admissions while the patient is part of the PCP’s panel must be noted.
• **Hospital discharge summaries:** Discharge summaries must be included as part of the medical record for all hospital admissions that occur while the patient is enrolled and for admissions that occurred prior to the patient being enrolled as appropriate (that is, pertinent to the patient’s medical condition).
• **Security:** Providers must maintain a written policy and are required to ensure medical records are safeguarded against loss, tampering, alteration, destruction, or unauthorized or inadvertent use.
• **Storage:** Providers must maintain a system for the proper collection, processing, maintenance, storage, retrieval and distribution of patient’s records. Also, the records must be easily accessible to personnel in the provider’s office and readily available to authorized personnel any time the organization is open to patients.
• **Release of information:** Written procedures are required for releasing information and obtaining consent for treatment.
- **Documentation**: Documentation is required setting forth the results of medical, preventive and behavioral health screenings as well as all treatment provided and the outcome of such treatment, including significant medical advice given to a patient by telephone.

- **Multidisciplinary teams**: Documentation is required of the team members involved in the multidisciplinary team of a patient needing specialty care.

- **Integration of clinical care**: Documentation of the integration of clinical care in both the physical and behavioral health records is required. Such documentation must include:
  - Screening for behavioral health conditions, including those that may be affecting physical health care and vice versa, and referral to behavioral health providers when problems are indicated.
  - Screening and referral by behavioral health providers to PCPs when appropriate.
  - Receipt of behavioral health referrals from physical medicine providers and the disposition/outcome of those referrals.
  - At least quarterly, or more often if clinically indicated, a summary of the status/progress from the behavioral health provider to the PCP.
  - A written release of information that will permit specific information-sharing between providers.
  - Documentation that behavioral health professionals are included in primary and specialty care service teams when a patient with disabilities or chronic or complex physical or developmental conditions has a co-occurring behavioral disorder.

- **Domestic violence**: Documentation of screening and referral to applicable domestic violence prevention community agencies is required.

- **Consent for psychotherapeutic medications**: Pursuant to statute F.S. 409.912(13), providers must document informed consent from the parent or legal guardian of members younger than 13 who are prescribed psychotherapeutic medications. Providers must also provide the pharmacy with a signed attestation of this documentation with each new prescription for an affected medication; pharmacies are required to obtain and keep these consents on file prior to filing a psychotherapeutic medication.

- **Behavioral health services provided through telemedicine**: Documentation of behavioral health services provided through telemedicine is required. Such documentation must include:
  - A brief explanation of the use of telemedicine in each progress note.
  - Documentation of telemedicine equipment used for the particular covered services provided.
  - A signed statement from the enrollee or the enrollee’s representative indicating the choice to receive services through telemedicine. This statement may be for a set period of treatment or for a one-time visit, as applicable to the service(s) provided.
  - For telepsychiatry, the results of the assessment, findings and practitioner(s) plan for next steps.

Simply will periodically review medical records to ensure compliance with these standards. We’ll communicate any deficiencies found during the review and provide education to the provider. When standards are not met, Simply will institute actions, including corrective actions for improvement.

**Telemedicine**

If we approve you to provide services through telemedicine, you must implement telemedicine fraud and abuse protocols that address:

- Authentication and authorization of users.
- Authentication of the origin of the information.
- The prevention of unauthorized access to the system or information.
- System security, including the integrity of information that is collected, program integrity and system integrity.
- Maintenance of documentation about system and information usage.
If approved to provide dental services through telemedicine, you may only provide the following medically necessary dental services:

- Oral prophylaxis
- Topical fluoride application
- Oral hygiene instructions

The services listed above performed via telemedicine must be provided by a Florida-licensed dental hygienist at a spoke site with a supervising Florida-licensed dentist located at a hub site. For such dental services, mobile dental units as defined in the Dental Services Coverage and Limitations Handbook may be used as a spoke site.

Note: These dental services are not applicable to Florida Healthy Kids.
5 COVERED HEALTH SERVICES

Summary of Benefits for Simply Long-Term Care Members

We provide the covered services listed below, and we must authorize covered services. Any modification to covered services will be communicated through a provider newsletter, provider manual and/or contractual amendment. The provider website has the most up-to-date information on covered services.

The scope of benefits includes the following:

**Home and Community Services**
- Adult companion care
- Adult day health care
- Assisted living
- Assistive care services
- Attendant care
- Behavioral management
- Care coordination/case management
- Caregiver training
- Home accessibility adaptation
- Home-delivered meals
- Homemaker
- Hospice
- Intermittent and skilled nursing
- Medical equipment and supplies
- Medication administration
- Medication management
- Nursing facility
- Nutritional assessment/risk reduction
- Personal care
- Personal emergency response system (PERS)
- Respite care
- Occupational, physical, respiratory and speech therapies
- Transportation (nonemergency)

**Managed Medical Assistance Services**
- Advanced registered nurse practitioner
- Ambulatory surgical center services
- Assistive care services
- Behavioral health services
- Birth center and licensed midwife services
- Clinic services
- Chiropractic services
- Dental services
- Child health check up
- Immunizations
- Emergency services
- Emergency behavioral health services
- Family planning services and supplies
- Healthy start services
- Hearing services
- Home health services and nursing care
- Hospice services
- Hospital services
- Laboratory and imaging services
- Medical supplies, equipment, prostheses and orthoses
- Nursing facility services
- Optometric and vision services
- Physician assistant services
- Physician services
- Podiatric services
- Prescribed drug services
- Renal dialysis services
- Therapy service
- Transportation services

**Expanded Benefits and Services**

We cover additional benefits to eligible members besides what the Florida Statewide Medicaid Managed Care Long-Term Care (SMMC-LTC) program offers. These expanded benefits include the following:
- Up to $5,000 towards transition costs for members relocating between service settings
- Community transportation benefit to allow one additional trip to a community setting
- Up to a 30-day bed hold for assisted living and adult family care homes
- Individual therapy sessions for caregivers
Medical Services
Claims for covered SMMC-LTC services are covered by Simply to the extent they are not covered by Medicare or other insurance or are reimbursed by Medicaid pursuant to Medicaid’s Medicare cost-sharing policies. These include:

- Durable medical equipment and supplies.
- Home health nurse care.
- Hospice services.
- Inpatient hospital services.
- Occupational, physical and speech therapy services.
- Outpatient hospital/emergency medical services.
- Vision services (if medical, Medicare is the primary payer).

We are responsible for Medicare coinsurance and deductibles as the secondary payer according to Medicaid guidelines. Services not covered by Medicare but offered through the SMMC-LTC program must be authorized by Simply.

Emergency Services
Our 24/7 NurseLine is available 24 hours a day, 7 days a week, with clinical staff to provide triage advice and referral and, if necessary, to make arrangements for treatment of the member. The staff has access to qualified behavioral health professionals to assess behavioral health emergencies.

We do not discourage members from using the 911 emergency system or deny access to emergency services. Emergency services are provided to members without requiring precertification. Any hospital or provider calling for an authorization for emergency services will be granted one immediately upon request. Emergency services coverage includes services needed to evaluate or stabilize an emergency medical condition. Criteria used to define an emergency medical condition are consistent with the prudent layperson standard and comply with federal and state requirements.

An emergency medical condition is defined as a physical or behavioral condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in the following: 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part.

We coordinate emergency response with community services, including the police, fire and EMS departments, juvenile probation, the judicial system, child protective services, chemical dependency, and local mental health authorities if applicable.

When a member seeks emergency services at a hospital, the determination as to whether the need for those services exists will be made for purposes of treatment by a physician licensed to practice medicine or, to the extent permitted by applicable law, by other appropriately licensed personnel under the supervision of, or in collaboration with, a physician licensed to practice medicine. The physician or other appropriate personnel will indicate in the member’s chart the results of the emergency medical screening examination. We will compensate the provider for the screening, evaluations and examination that are reasonable and calculated to assist the health care provider in determining whether or not the patient’s condition is an emergency medical condition.
If there is concern surrounding the transfer of a patient (that is, whether the patient is stable enough for discharge or transfer or whether the medical benefits of an unstable transfer outweigh the risks), the judgment of the attending physician(s) actually caring for the member at the treating facility prevails and is binding on Simply. If the emergency department is unable to stabilize and release the member, Simply will assist in coordination of the inpatient admission, regardless of whether the hospital is network or non-network. All transfers from non-network to network facilities are to be conducted only after the member is medically stable and the facility is capable of rendering the required level of care.

If the member is admitted, the Simply concurrent review nurse will implement the concurrent review process to ensure coordination of care.

Member ID Card

Each member is provided an ID card, which identifies the member as a participant in the Simply program. The ID card includes:

- The member’s ID number.
- The member’s first and last name and middle initial.
- The member’s enrollment effective date.
- A toll-free phone number for information and/or authorizations.
- Pharmacy claims processing information.

Please note that possession of a card does not constitute eligibility for coverage. If a Simply member is unable to present his or her Simply member ID card, please call the member’s case manager at 1-877-440-3738.
6 MEMBER ELIGIBILITY

Membership eligibility is determined by the Florida Agency for Health Care Administration (AHCA). Members eligible for Florida Statewide Medicaid Managed Care Long-term Care (SMMC-LTC) enrollment must be:

- 18 years or older.
- Determined by the Florida Comprehensive Assessment and Review for Long-term Care Services (CARES) program to meet nursing facility level of care and be in any of the following programs or eligibility programs: Medicaid-eligible with an income up to the Institutional Care Program (ICP) level as defined by the Florida Department of Children and Families (DCF) (formerly the Department of Health and Rehabilitative Services) or are Medicaid-pending (that is, waiting to find out if financial criteria for Medicaid are met).
- Residing in the SMMC-LTC program service area.

Eligibility Determination

The Florida DCF and/or the federal Social Security Administration determine a person’s financial and categorical Medicaid eligibility. Financial eligibility for the SMMC-LTC program is based on Medicaid ICP income and asset level.

The Florida CARES program determines a person’s clinical eligibility for the SMMC-LTC program.

Ineligibility Determination

A person is not eligible for enrollment in the SMMC-LTC program if he or she resides outside the SMMC-LTC program service area.
7 MEMBER MANAGEMENT SUPPORT

Identifying and Verifying Long-term Care Members

Upon enrollment, we will send a welcome package to the member. This package includes an introductory letter, a member ID card, a provider directory and a member handbook. Each Simply member will be identified by presenting a Simply ID card, which includes a member ID number. You can check member eligibility online at www.simplyhealthcareplans.com/provider or by calling us at 1-877-440-3738.

Communication Access

For member communication access, we:
- Ensure members with low English proficiency have meaningful access to services.
- Make available (upon request) written member materials in large print, on tape and in languages other than English.
- Provide member materials written at the appropriate reading and/or grade level.
- Provide the assistance of an interpreter to communicate with a non-English-speaking member.
- Make Member Services available at 1-877-440-3738 (TTY 711) to access translation services for more than 200 languages.

Patient’s Bill of Rights and Member Responsibilities

By Florida law, a health care provider or health care facility is required to recognize member rights while the member is receiving medical care. Additionally, the member is required to respect the health care provider’s or health care facility’s right to expect certain behavior. All providers are required to post this summary in their offices. Members may request a copy of the full text of this law from the health care provider or health care facility.

A member has the right to:
- Be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- Receive a prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- Know what rules and regulations apply to his or her conduct.
- Make recommendations about the organization’s member rights and responsibilities policy.
- Be given by his or her health care provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis regardless of cost or benefit coverage.
- To participate with their health care provider in making decisions about their health care.
- Refuse any treatment, except as otherwise provided by law.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- Receive upon request a reasonable estimate of charges for medical care prior to treatment.
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, have the charges explained.
- Receive impartial access to medical treatment or accommodations regardless of race, national origin, religion, physical handicap or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
• Know whether medical treatment is for purposes of experimental research and give his or her consent or refusal to participate in such experimental research.
• Be assured confidential handling of medical records and, except when required by law, approve or refuse their release.
• Express grievances regarding any violation of his or her rights as stated in Florida law through the grievance procedure of the health care provider or health care facility that served him or her and to the appropriate state licensing agency.

A member has the responsibility to:
• Provide to his or her health care provider accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters related to his or her health to the best of his or her knowledge.
• Report unexpected changes in his or her condition to the health care provider.
• Report to the health care provider whether he or she understands a suggested course of action and what is expected of him or her.
• Follow the treatment plan recommended by his or her health care provider.
• Keep appointments and, when unable to do so for any reason, notify the health care provider or health care facility.
• Be responsible for his or her actions if refusing treatment or not following the health care provider’s instructions.
• Ensure the financial obligations of his or her health care are fulfilled as promptly as possible.
• Follow health care facility rules and regulations affecting patient care and conduct.
• Members residing in nursing facilities, assisted living facilities or adult family care homes have patient financial responsibility in accordance to and as determined by the Department of Children and Families.

Cultural Competency

Cultural competency refers to the ability of individuals and systems to provide services effectively to people of all cultures, races, ethnic backgrounds and religions in a manner that recognizes values, affirms and respects the worth of individuals, and protects and preserves the dignity of each.

We promote cultural competency. We collect information regarding the cultural differences of our members and provide training opportunities to staff and network providers, helping them learn how to interact effectively with members. Staff and provider cultural competency is monitored as part of our quality improvement process.

Poverty creates living situations (for example, lack of a telephone, frequent residential moves and homelessness) and attributes (for example, low or no literacy, non-English-speaking language skills) that can lead to difficulty interacting with members. Many Simply members come from diverse cultural backgrounds with traditions, languages, and ways of perceiving others and the world around them differently. By understanding and being sensitive to these cultural differences, staff can avoid making inadvertent mistakes that may offend members and discourage them from accessing services or following treatment plans. Positive interactions with members should include communicating concern and empathy and helping members feel empowered regarding their own health care. This may encourage them to use services more appropriately.

If you would like a copy of the Simply Cultural Competency program, you may request it from your Provider Relations representative at no cost to you. For additional training and tools related to cultural competency, go to https://minorityhealth.hhs.gov.
Marketing

Providers are permitted to make available and/or distribute Simply marketing materials as long as the provider and/or the facility distributes or makes available marketing materials for all managed care plans with which the provider participates. Providers are also permitted to display posters or other materials in common areas, such as the provider’s waiting room. Additionally, long-term care facilities are permitted to provide materials in admission packets announcing all managed care plan contractual relationships.

We will provide education and outreach and monitor activities to ensure you are aware of and comply with the following guidelines:

- To the extent a provider can assist a recipient in an objective assessment of his or her needs and potential options to meet those needs, the provider may do so. Providers may engage in discussions with recipients should a recipient seek advice. However, providers must remain neutral when assisting with enrollment decisions.

- Providers may not:
  - Offer marketing/appointment forms.
  - Make phone calls or direct, urge or attempt to persuade recipients to enroll in a managed care plan based on financial or any other interests of the provider.
  - Mail marketing materials on behalf of a managed care plan.
  - Offer anything of value to induce recipients/enrollees to select them as their provider.
  - Offer inducements to persuade recipients to enroll in a managed care plan.
  - Conduct health screening as a marketing activity.
  - Accept compensation directly or indirectly from a managed care plan for marketing activities.
  - Distribute marketing materials within an exam room setting.
  - Furnish lists of their Medicaid patients or the membership of any managed care plan to a managed care plan.

- Providers may:
  - Provide the names of the managed care plans with which they participate.
  - Make available and/or distribute managed care plan marketing materials.
  - Refer their patients to other sources of information such as the managed care plan, the enrollment broker or the local Medicaid area office.
  - Share information with patients from the agency’s website or the CMS website.
  - Announce new or continuing affiliations with the managed care plan through general advertising (for example, radio, television, websites).
  - Make new affiliation announcements within the first 30 calendar days of the new provider agreement.
  - Make one announcement to patients of a new affiliation that names only the managed care plan when the announcement is conveyed through direct mail, email or phone.
    - Additional direct mail and/or email communications from providers to their patients regarding affiliations must include a list of all managed care plans with which the provider participates.
    - Any affiliation communication materials that include managed care plan-specific information (for example, benefits, formularies) must be prior-approved by the agency.
  - Distribute printed information provided by the managed care plan to their patients comparing the benefits of all of the different managed care plans with which the providers contract.
8 CASE MANAGEMENT

Role of Case Managers
Simply case managers are responsible for long-term care planning and for developing and carrying out strategies to coordinate and integrate the delivery of medical and long-term care services. Our Case Management department is dedicated to helping members obtain needed services. Each member is automatically assigned to a case manager without any need for a referral. Case managers will:

- Collaborate with physicians and other providers.
- Help members obtain needed services.
- Develop individual care plans.
- Coordinate and integrate acute and long-term care services.
- Visit members in their residences to evaluate and discuss needs.
- Issue authorizations to providers for covered services.
- Promote improvement in the member’s quality of life.
- Allocate appropriate health plan resources to the care and treatment of members with chronic diseases.

Case Management Interventions
Case management interventions can be performed by:

- Face-to-face home visits with the member and/or family.
- Telephonic follow-up with the member and/or family by a case manager.
- Providing educational materials.
- Communication with service providers.
- Coordination and integration of acute and long-term care services.

Referrals
The case manager is responsible for determining whether a referral for a long-term care covered service or a change in a long-term care service is appropriate. Authorization of new and/or changed services will be initiated when one of the following conditions applies:

- Services are necessary to address the member’s health and/or social service needs.
- The member fails to respond to a current care plan.
- Services are furnished in a manner not primarily intended for the convenience of the member, the member’s caregiver or the provider.

For Statewide Medicaid Managed Care Long-term Care (SMMC-LTC) program members with Medicare: All referrals for services not covered by Medicare require authorization by the member’s case manager. Members requiring a Medicare-covered service must access the benefit through the Medicare fee-for-service program or through their Medicare health maintenance organization.

We must authorize SMMC-LTC services. Contact the member’s case manager for authorization.

The member’s case manager may send you the following documents to help you provide covered services:

- **New Service Form** — used to initiate new services; usually used for home health, emergency response or meal providers
- **Hold/Resume Form** — used to place services on hold and resume services; usually used for home health, emergency response or meal providers
- **Change of Service Form** — used to change the frequency and duration of a service
- **Termination Form** — notifies providers to end services; usually used for home health, emergency response or meal providers
Hospital Admissions

When you learn a member requires hospital admission or has been admitted to a hospital, an assisted living facility, home health care or nursing home, or is under the care of another provider, you should notify the member’s case manager. You must notify the Simply case manager in writing within 24 hours if a member is hospitalized, discharged, moves out or is deceased. We will waive the bed-_hold days for assisted living facility and nursing home providers if not provided with proper notification of a member’s relocation for inpatient stay, hospice admission, or temporary or permanent move. The Simply case manager will proactively help the member with discharge planning needs prior to returning to the community by collaborating with the family, inpatient discharge planner and facility.

Medicare, MMA or commercial coverage is the primary payer for inpatient hospital services. For questions regarding services, please contact the case manager at 1-877-440-3738.

The following providers are required to have 24-hour service:

- Assisted living facilities
- Adult family care homes
- Hospice centers
- Emergency response systems
- Nursing homes

Physicians will provide advice and assess care as appropriate for each member’s medical condition. Emergent conditions will be referred to the nearest emergency room.

Disease Management Centralized Care Unit

The Disease Management Centralized Care Unit (DMCCU) programs are based on a system of coordinated care management interventions and communications designed to assist physicians and others in managing members with chronic conditions. The program includes a holistic, member-centric care management approach that allows case managers to focus on multiple needs for members.

Disease management includes programs for Alzheimer’s and dementia.

Program Features

- Proactive identification processes
- Evidenced-based clinical practice guidelines from recognized sources
- Collaborative practice models to include physician and support-service providers in treatment planning
- Offers continuous patient self-management education, including primary prevention, coaching related by healthy behaviors and compliance/surveillance, as well and case/care management for high-risk members
- Ongoing process and outcomes measurement, evaluation and management
- Ongoing communication with providers regarding patient status

Our disease management program is based on nationally approved clinical practice guidelines located at www.simplyhealthcareplans.com/provider. A copy of the guidelines can be printed from the website, or you can contact Provider Services at 1-877-440-3738 to receive a printed copy.
Who Is Eligible?
All members are eligible for the DMCCU services for which their conditions correspond. Members are identified through continuous case finding efforts that include but are not limited to welcome calls, claims mining and referrals.

DMCCU Provider Rights and Responsibilities
The provider has the right to:

- Have information about Simply, including provided programs and services, our staff, and our staff’s qualifications and contractual relationships.
- Decline to participate in or work with the Simply programs and services for his or her patients, depending on contractual requirements.
- Be informed of how Simply coordinated interventions with treatment plans for individual patients.
- Know how to contact the person responsible for managing and communicating with the provider’s patients.
- Be supported by the organization to make decisions interactively with patients regarding their health care.
- Receive courteous and respectful treatment from Simply staff.
- Communicate complaints about DMCCU as outlined in the Simply provider complaint and grievance procedure.

Hours of Operation
Our disease management case managers are licensed nurses are available Monday to Friday, 8:30 a.m. to 5:30 p.m. ET. Confidential voice mail is available 24 hours a day.

Contact Information
Please call 1-888-830-4300 to reach a disease management care manager. Additional information about disease management can be obtained by visiting www.simplyhealthcareplans.com/provider. Members can obtain information about our DMCCU by visiting www.simplyhealthcareplans.com/Medicaid or calling 1-888-830-4300.

Health Education Advisory Committee
Simply maintains an enrollee advisory committee that considers LTC member issues and obtains periodic feedback from LTC members on satisfaction with care, problem notification and suggestions for improving the service delivery system (42 CFR 438.110(a)).

The committee assesses, and addresses concerns around, the quality and quantity of services as well as the courtesy and knowledge of providers. In addition to assessing member satisfaction with Simply and its LTC providers, the enrollee advisory committee also enables the following:

- Identifying health education needs of the membership
- Educating members about their rights and responsibilities, their benefits, and how to file a grievance or appeal.
- Identifying process improvement opportunities.

The enrollee advisory meeting is held at least twice annually.
9 QUALITY MANAGEMENT

Quality Improvement Program

Simply’s Quality Improvement Program (QI Program) is an ongoing, comprehensive and integrated system that defines how we support quality objectively. The program also systematically monitors and evaluates the quality, safety and appropriateness of care and services offered by the health network and identifies and acts on opportunities for improvement.

The purpose of the QI Program is to:

- Objectively and systematically monitor and evaluate the quality, appropriateness, accessibility and availability of safe and equitable care and services.
- Identify and implement strategies to improve the quality, appropriateness and accessibility of member health care.
- Facilitate organization-wide integration of quality management principles.

The overall goal of the QI Program is to improve the quality and safety of care and services provided to members through Simply’s network of providers and our programs and services. All QI Program goals are reviewed annually and revised as needed. Goals are primarily identified through:

- Ongoing activities to monitor care and service delivery.
- Issues identified by tracking and trending data over time.
- Issues/outcomes identified in the previous year’s QM Program Evaluation.
- A demographic and morbidity analysis of member age, gender and most frequently diagnosed disease categories (both inpatient and outpatient).
- Internal process reviews.
- Accreditation, regulatory and contractual standards.

The Statewide Medicaid Managed Care Long-term Care (SMMC-LTC) program addresses the needs of all long-term care members and promotes improvement of quality of life. As part of the Simply QI Program, we identify potential problematic areas for members and implement strategies for improvement. Our case management team helps ensure quality-of-life enhancements for members by monitoring quality, appropriateness and effectiveness of members’ care.

Our long-term care program relies on members, as well as their caregivers and providers, to help improve their quality of life. Provider communications about a member’s daily living needs offer the best information to case managers and help with quality improvement activities.

For members living at home, in an assisted living facility, adult family care home or in a nursing home, case managers promote members’ quality of life by developing members’ spirit, facilitating their freedom of choice by encouraging their individuality, promoting their independence, personalizing their services and helping them maintain their dignity.

Measuring Quality Performance

Simply’s QI Program strives to enhance quality of care and emphasizes improving the quality of patient outcomes, including establishing metrics for monitoring the quality and performance of each participating provider. Provider performance is assessed through medical record reviews, site reviews, peer reviews, satisfaction surveys, performance improvement projects and provider-specific metrics. Providers are required to support and meet QI Program standards.
Potential Quality of Care Concerns
Simply’s QI Program includes review of quality-of-care issues identified for all care settings. QM staff use member complaints, reported adverse events and other information to evaluate the quality of service and care provided to our members. Potential quality of care investigations are tied into the peer review and credentialing/recredentialing processes.

Provider Orientation, Monitoring and Education
Provider Relations conducts initial and ongoing in-services to providers. The in-service includes an overview of long-term care and member eligibility, the case manager’s role, authorization, and billing and contract information. Educational sessions can be scheduled at your convenience.

Simply conducts monitoring visits in accordance with the Simply credentialing and recredentialing policy. We will provide a thorough explanation of the monitoring and review findings during an exit conference on the day of the review. If your schedule does not allow for sufficient time on the day of the review, a follow-up appointment can be scheduled.

Satisfaction Surveys
Simply conducts an annual survey to assess provider satisfaction with provider enrollment, communications, education, credentialing, complaint resolution, claims processing, claims reimbursement, quality management and utilization management processes.

The state of Florida reviews and approves our Provider Satisfaction Survey tool and methodology prior to authorization. The results of this survey are provided to AHCA by July 1 of each calendar year.

Simply also conducts the Consumer Assessment of Healthcare Providers and Systems Community-Based Services Survey (CAHPS® HCBS). This member satisfaction survey assesses our LTC members’ perceptions about our health plan and their LTC providers. Core questions cover topics such as getting needed services, communication with providers, case managers, choice of services, personal safety, community inclusion and empowerment.

Provider Data Sharing
Provider data sharing reports are developed for providers and are used by Simply in evaluating provider performance during credentialing and recredentialing procedures and recontracting decisions.

Provider data sharing reports contain trended information from documentation reviews, member input, quality-of-care issues, contract compliance and comparisons with other providers in the same specialty.

Providers must share their performance data with us upon request and cooperate with quality improvement activities.

Credentialing
Credentialing is an industry-standard, systemic approach to collecting and verifying an applicant’s professional qualifications. This approach includes a review of relevant training, licensure, certification and/or registration to practice in a health care field, and academic background.

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.
Our credentialing process evaluates the information gathered and verified and determines whether the applicant meets certain criteria related to professional competence and conduct as well as licensure and certification. We use current National Committee for Quality Assurance (NCQA) and Accreditation Association for Ambulatory Health Care standards and guidelines for the accreditation of managed care organizations, as well as state-specific requirements, to credential and recredential licensed independent providers and organizational providers with whom we contract. This process is completed before a provider is accepted for participation in our network.

**Credentialing Requirements**
To become a participating Simply provider, you must be eligible to enroll in the Medicaid program and must hold a current, unrestricted license issued by the state. We are authorized to take whatever steps necessary to ensure each provider is recognized by the state Medicaid program, including its choice of counseling/enrollment broker contractor(s) as a participating provider of Simply, and the provider’s submission of encounter data is accepted by the Florida Medicaid Management Information Systems and/or the state’s encounter data warehouse. You must also comply with our credentialing criteria and submit all additionally requested information, including ownership and control information. To initiate the credentialing process, you must submit a complete Credentialing Application (individuals) or a Florida Long-term Care Application and all required attachments.

**Credentialing Procedures**
Our credentialing program includes, but is not limited to, the following types of long-term care providers:
- Nursing home and hospice providers
- Assisted living, adult family care homes and adult day health services
- Home health, nurse registry, homemaker and companion agencies
- Medical equipment and supplies, home accessibility adaptation services and personal emergency response services (PERS)
- Physical, occupational, respiratory and speech language therapists
- Home-delivered meals and nutritional assessment/risk-reduction services

We use a credentialing committee composed of licensed practitioners to review credentialing and recredentialing applicants, delegated groups, and sanctioned activity. The credentialing committee is also responsible for the creation and regular review of all policies and procedures relevant to the credentialing program.

We revise our credentialing policy periodically and no less often than annually based on input from:
- Credentialing committees.
- Our health plan medical director.
- Our chief medical officer.
- State and federal requirements.

By signing the application, you must attest to the accuracy of the credentials you provided on behalf of your individual or organizational provider application. If there are discrepancies between your application and the information obtained during our external verification process, our Credentialing department will investigate them. Discrepancies may be grounds for our denial of network participation or the termination of an existing contractual relationship. You will be notified by telephone or in writing if any information obtained during the process varies substantially from what was submitted.

**Recredentialing**
We require recredentialing every three years. We will perform recredentialing at least every 36 months, if not earlier. You will receive a request for your recredentialing application and supporting documentation in advance.
of the 36-month anniversary of your original credentialing or last credentialing cycle. We will assess information from quality improvement activities and member complaints, along with the assessments and verifications listed above.

**Your Rights in the Credentialing and Recredentialing Process**

You can request a status of your application by phone, fax or mail.

You have the right to:

- Review information submitted to support your credentialing application.
- Explain information obtained that may vary substantially from what you provided.
- Provide corrections to any erroneous information submitted by another party; you can do this by submitting a written explanation or by appearing before the credentialing committee.

Our medical director has the authority to approve clean files without input from the credentialing committee. All files not designated as clean will be sent to the credentialing committee for review and a decision regarding network participation.

We will inform you of the credentialing committee’s decision in writing within 60 days. If your participation is denied, you can appeal this decision in writing within 30 days of the date of the denial letter.

**Long-Term Care Providers**

The following steps are included in our organizational provider credentialing process:

- Verification of a current copy of your state license; primary source verification is not required.
- Investigation of any restrictions to a license, the results of which could impact your participation in our network.
- Evidence of professional and general liability coverage; a copy of the face sheet will provide evidence of coverage. In addition, an attestation that includes the following information may be used:
  - Name of the carrier
  - Policy number
  - Coverage limits
  - Effective and expiration dates of such malpractice coverage
- As a provider, you must maintain professional and general liability insurance in specified amounts in accordance with your Simply contract.
- Disclosure of ownership statement: CMS requires us to obtain certain information regarding the ownership and control of entities with which we contract for services for federal employees or federal health plans. This form is required for participation in the Simply network. All individuals and entities included on the form must be clear of any sanctions by Medicare or Medicaid.
- Attestation of Level 2 background screening
- A review and primary source verification of any Medicare or Medicaid sanctions.
- A review and verification of accreditation by one of the following:
  - The Joint Commission (formerly JCAHO)
  - Accreditation Association for Ambulatory Health Care
  - American Association of Ambulatory Surgery Facilities
  - American Academy of Sleep Medicine
  - American Board for Certification in Orthotics, Prosthetics and Pedorthics
  - Commission on Accreditation of Rehabilitation Facilities
  - Community Health Accreditation Program
  - Continuing Care Accreditation Commission
  - College of American Pathologists
- Accreditation Commission for Home Care
- American College of Radiology
- Council on Accreditation
- Commission for the Accreditation of Birth Centers
- Board Certification/Accreditation International
- Commission on Accreditation for Home Care, Inc.
- Healthcare Facilities Accreditation Program (formerly AOA Hospital Accreditation Program)
- Intersocietal Accreditation Commission (CMS approved to handle MIPPA accreditation)
- Det Norske Veritas (DNV) Healthcare, Inc. NIAHO Hospital Accreditation Program

If the provider is not accredited, a copy of a recent state or CMS review may be submitted in lieu of performing an onsite review. If there is no current accreditation or recent state or CMS review, we will perform an onsite review.

The provider will:
- Be notified either by telephone or in writing if any information obtained in support of the assessment or reassessment process varies substantially from the information submitted.
- Have the right to review the information submitted in support of the assessment process and to correct any errors in the documentation.

**Delegated Credentialing**

Provider groups with strong credentialing programs that meet Simply credentialing standards may be evaluated for delegation. As part of this process, we will conduct a predelegation assessment of a group’s credentialing policy and program, as well as an onsite evaluation of credentialing files.

A passing score is considered an overall average of 90% compliance. If deficiencies are identified, the group is expected to submit an acceptable corrective action plan within 30 days of receipt of the audit results. If there are serious deficiencies, we will deny the delegation or will restrict the level of delegation.

We may waive the need for the predelegation onsite audit if the group’s credentialing program is National Committee for Quality Assurance-certified for all credentialing and recredentialing elements. We are responsible for ongoing oversight of any delegated credentialing arrangement and will schedule appropriate reviews. The reviews are held at least annually.

**Quality Enhancement Programs**

Our case managers recommend the below quality enhancement programs for our enrollees:

**Safety Concerns in the Home and Fall Prevention**

All Simply LTC case managers receive training regarding the member’s risk of falls and conducting a home fall risk assessment as a part of the comprehensive assessment.

Simply collaborates with Living Life Solutions — a company that specializes in assessing the risk and preventing falls among individuals at risk, including seniors and people with disabilities. Using the Living Life Solutions Home Assessment Tool Kit, the Simply LTC case manager conducts an assessment, which provides actionable reports that suggest home accessibility adaptations, adjustments to the member’s environment and product recommendations tailored to the member to reduce the risk of falls.

Key to identifying safety issues and preventing falls is education. The LTC case manager will have the tools and resources to provide educational materials and make connections with community resources when needed.
Simply has also created a Caregiver Support Program, which provides services and supports for the caregiver. This program includes caregiver training that supports home safety for the member.

**End of Life Issues and Advance Directives**

All Simply LTC case managers receive training regarding end of life issues and the importance of obtaining advance directives. The case manager uses this knowledge to assess and educate the member about these important issues.

Key to ensuring members understand their options and the importance of having advance directives in place is education. The LTC case manager will have the tools and resources to provide educational materials and make connections with community resources when needed.

**Healthy Behaviors**

We offer programs to members who want to stop smoking, lose weight or address any drug use problems, and we reward members who join and meet certain goals. Our Healthy Behaviors Rewards programs include:

- Smoking cessation program.
- Weight management program.
- Alcohol and substance abuse program.
- Health education advisory committee.
- Maternal child program.
- Dental program.
- Immunization programs.

**Setting Healthy Goals**

The Simply Healthy Behaviors Rewards program exists to help our members. Together, we make a plan and set goals to beat tough health issues. For example, for alcohol and substance use and smoking cessation, we offer help and support through coaching and participation in community groups. For weight management and nutrition, we offer help and support from a nurse in making healthy exercise and food choices.

**Resources and Tools**

The Florida Quitline is a toll-free, telephone-based tobacco use cessation service. Any person living in Florida who wants to try to quit smoking can use the Quitline. The following services are available through the Quitline:

- Counseling sessions
- Self-help materials
- Counseling and materials in English and Spanish
- Translation service for other languages
- Pharmacotherapy assistance
- TDD service for the deaf or hard of hearing

<table>
<thead>
<tr>
<th>Website</th>
<th>Resource Information</th>
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<tbody>
<tr>
<td><a href="https://smokefree.gov">https://smokefree.gov</a></td>
<td>A cravings journal, information on medicines to help members quit, <em>Pathways to Freedom for African Americans</em> and <em>Guia para Dejar de Fumar</em> (Spanish resource)</td>
</tr>
<tr>
<td><a href="http://www.ffsonline.org">www.ffsonline.org</a></td>
<td>American Lung Association’s Freedom from Smoking Program</td>
</tr>
<tr>
<td><a href="https://quitnet.com">https://quitnet.com</a></td>
<td>Additional resources, including support to quit, Information about why to quit and how to get help</td>
</tr>
<tr>
<td><a href="http://quitsmokingsupport.com">http://quitsmokingsupport.com</a></td>
<td></td>
</tr>
</tbody>
</table>
Online Resources

Online Continuing Education for Physicians
Providers can receive continuing education training online through these resources:
- MAHP Oral Health and Tobacco Cessation Educational Program for Primary Care Providers
- Treating Tobacco Use and Dependence through the Wisconsin Medical School
- [www.medscape.com](http://www.medscape.com)
- Tobacco Cessation Podcasts for Physicians

Printed Resources for Members
We offer the following printed resources you can share with members:
- *You Can Quit Smoking*
- *Tobacco Use — Breaking the Habit*
- *Tobacco Use — Reasons to Quit*

Printed Resources for Providers
- *Quick Reference Guide: Treating Tobacco Use and Dependence*

All member materials are available on the member website, and provider materials are on the provider website.
10 MEDICAL MANAGEMENT

Medical Review Criteria
As a wholly owned subsidiary of Anthem, we have adopted Anthem’s nationally recognized, evidence-based Medical Policies and Clinical Utilization Management Guidelines. These policies are publicly available on our website and can be obtained in hard copy by written request. Their purpose is to help you provide quality care by reducing inappropriate use of medical resources.

McKesson InterQual criteria will continue to be used when no specific Anthem Medical Policies exist. In all cases, Medicaid contracts or CMS requirements supersede both McKesson InterQual and Anthem Medical Policy criteria.

- **Medically necessary** services include medical, allied, or long-term care, goods or services furnished or ordered to meet the following conditions:
  - Necessary to protect life, to prevent significant illness or significant disability or to alleviate severe pain
  - Individualized, specific and consistent with symptoms or confirm diagnosis of the illness or injury under treatment and not in excess of the patient's needs
  - Consistent with the generally accepted professional medical standards as determined by the Medicaid program and not experimental or investigational
  - Reflective of the level of service that can be furnished safely and for which no equally effective and more conservative or less costly treatment is available statewide
  - Furnished in a manner not primarily intended for the convenience of the enrollee, the enrollee's caretaker or the provider

- For those services furnished in a hospital on an inpatient basis, medical necessity means appropriate medical care cannot be effectively furnished more economically on an outpatient basis or in an inpatient facility of a different type.

- The fact that a provider has prescribed, recommended or approved medical, allied, or long-term care goods or services does not, in itself, make such care, goods or services medically necessary, a medical necessity or a covered service/benefit.

Precertification/Notification Process
Simply may require members to seek a referral from their PCP prior to accessing nonemergency specialty physical health services.

**Precertification** is defined as the prospective process whereby licensed clinical associates apply designated criteria sets against the intensity of services to be rendered and a member's severity of illness, medical history and previous treatment to determine the medical necessity and appropriateness of a given coverage request.

**Prospective** means the coverage request occurred prior to the service being provided.

**Notification** is defined as a faxed, telephonic or electronic communication received from a provider informing Simply of the intent to render covered medical services to a member. There is no review against medical necessity criteria; however, member eligibility and provider status (network and non-network) are verified. Notification should be provided prior to rendering services. For services that are emergent or urgent, notification should be given within 24 hours or the next business day. Failure to comply with notification rules will result in an administrative denial.
Requests for precertification with all supporting documentation must be submitted at a minimum of 72 hours prior to the scheduled admission. Failure to comply with notification rules will result in an administrative denial.

Administrative Denial
Administrative denial is a denial of services based on reasons other than medical necessity. Administrative denials are made when a contractual requirement is not met, such as late notification of admissions, lack of precertification or failure by the provider to submit clinical information when requested. Appeals for administrative denials must address the reason for the denial (that is, why precertification was not obtained or why clinical was not submitted).

If Simply overturns its administrative decision, the case will be reviewed for medical necessity, and if approved, the claim will be reprocessed or the requestor will be notified of the action that needs to be taken.

Authorizations that fall under the categories below will all be reviewed by a plan medical director for medical necessity.

A request for authorization of any medically necessary service for a member under 21 years of age when:
- The service is not listed in the service-specific Florida Medicaid Coverage and Limitations Handbook, Florida Medicaid Coverage Policy, or the associated Florida Medicaid Fee Schedule.
- The service is not a covered service of the plan.
- The amount, frequency or duration of the service exceeds the limitations specified in the service-specific handbook.
- The corresponding fee schedule can be requested in the same manner as noted above.

Access to UM Staff
- UM staff is available at least eight hours a day during normal business hours for inbound collect or toll-free calls regarding UM issues. Staff are available Monday to Friday, 8 a.m. to 5 p.m. ET.
- Staff can receive inbound communication regarding UM issues after normal business hours at 1-877-440-3738. Our after-hours answering service will ensure providers are connected to one of our managers, nurses or the medical director as appropriate.
- Staff identify themselves by first name/first initial of last name, title and organization name when initiating or returning calls regarding UM Issues.
- TDD/TTY services are available by dialing 711.
- Language assistance, such as interpreter services, is available by calling Provider Services at 1-877-440-3738.
11 MEMBER APPEAL AND GRIEVANCES PROCEDURES

Members have the right to examine the case file, including medical records and any other material to be considered during the process. They may ask for a free copy of the guidelines, records or other information used to make all decisions related to the appeal. The request can be made before, during or after the appeal.

What you should know:
• If coverage of the service you asked for has been denied, limited, reduced, suspended or terminated, you must ask for an appeal within 60 days of the date on the letter that said we would not pay for the service.
• You can ask for an expedited appeal if you think the member needs the services for an emergency or life-threatening illness.
• You can ask us to send you more information to help you understand why we would not pay for the service you requested.
• We only have one level of member appeal. During the appeal, a doctor who has not reviewed the case before will look at it and make a decision.
• If you would like to complete a peer-to-peer review, we can arrange that — Just let us know if you would like to talk to the physician reviewer.

The Appeal Process
An appeal may be filed orally or in writing within 60 calendar days of receipt of our notice of adverse benefit determination.

There are four ways to submit an appeal:
1. Write us a letter and ask to appeal. You may also use the appeal form, which we can give you.
2. Call Member Services at 1-877-440-3738 and ask to appeal.
3. E-mail us at flmedicaidgrievances@amerigroup.com.
4. Send a fax to 1-866-216-3482.

Member Rights in the Appeals Process
Please share this information with your Simply patients to educate them on their rights in the appeals process:
• If you call us, we will send you an appeal form. If you want to have someone else help you with the appeal process, let us know, and we will send you a form for that as well. Fill out the whole form and mail it back to us. We can also help you fill out the form when we talk to you on the phone.
• When we get your letter or appeal form, we will send you a letter within five business days to tell you we got your appeal.
• You may talk to the doctor who looks at your case; we can arrange for you to meet with or talk to this person.
• You may ask for a free copy of the guidelines, records or other information used to make this decision.
• We will tell you what the doctor decides within 30 calendar days of getting your appeal (or 48/72 hours for expedited appeals).
• If we reduce coverage for a service you are receiving right now and you want to continue to get the service during your appeal, you can call us to ask for it. You must call within 10 days of the date of the letter mailed to you that tells you we will not pay for the service.
• If you have more information to give us, you can bring it to us in person or write to us at the address below. Also, you can look at your medical records and information on this decision before and during the appeal process.
• The time frame for a grievance or appeal may be extended up to 14 calendar days if you ask for an extension or we find additional information is needed and the delay is in your interest. If the time frame is extended
other than at your request, we will call you on the same day and notify you in writing within two calendar
days of the determination of the reason for the delay.

- If you have a special need, we will give you additional help to file your appeal. Please call
  1-877-440-3738 (TTY 711) to ask for help.
- If you have any questions or need help, please call the Member Services department toll free at
  1-877-440-3738 (TTY 711). Member Services can assist you Monday to Friday, 8 a.m. to 7 p.m. ET, excluding
  holidays.

**Medical Appeals Address**

Mail all of your medical information about the service with your letter to:

Simply Healthcare Plans, Inc.
Medical Appeals
P.O. Box 62429
Virginia Beach, VA 23466-2429

**State Fair Hearing Process**

A member may seek a Medicaid fair hearing any time up to 120 days after receiving Simply’s notice of plan
appeal resolution. The member must finish the appeal process first.

To have services continued, the member must request a fair hearing within 10 days from the date of the denial
letter or within 10 business days after the intended effective date of the action, whichever is later. The member
may have to pay for services received if a decision is made to uphold our decision.

The Medicaid Hearing Unit is not part of Simply; it looks at appeals of Medicaid members who live in Florida. We
will give the office information about the case, including the information you have given us.

You or the member can contact the Medicaid Hearing Unit at:

Agency for Health Care Administration
Medicaid Hearing Unit
P.O. Box 60127
Ft. Myers, FL 33906
1-877-254-1055 (toll-free)
1-239-338-2642 (fax)
MedicaidHearingUnit@ahca.myflorida.com

**Urgent or Expedited Appeals**

- You or the member can ask for an urgent or expedited appeal if you think the time frame for a standard
  appeal process could seriously jeopardize the member’s life, health or ability to attain, maintain or regain
  maximum function.
- You or the member can also call Member Services toll free at 1-877-440-3738 (TTY 711) to ask for an
  expedited appeal.
- We will resolve each expedited appeal and provide notice to you and the member as quickly as the
  member’s health condition requires within state-established time frames not to exceed 72 hours after we
  receive the appeal request. If we deny your request for expedited appeal, we will notify you that the appeal
  will be transferred to the time frame for standard resolution.

For more information on the member grievance and appeals procedures, please refer the member to their
Simply Member Handbook.
Complaints and Grievances

I have a concern I would like to report.

Simply has a process to solve complaints and grievances. If you have a concern that is easy to solve and can be resolved within 24 hours, Member Services will help you. If your concern can’t be handled within 24 hours and needs to be looked at by our grievance coordinator, your call will be transferred to the grievance and appeals coordinator.

How do I let Simply know about my concern?

A complaint or grievance must be given by phone, in person or in writing any time after the event happened. To file a complaint or grievance with a grievance and appeals coordinator:

1. Call Member Services at 1-877-440-3738 (TTY 711).
2. Write us a letter regarding your concern. Mail it to:
   Simply Healthcare Plans, Inc.
   Grievance and Appeals Coordinator
   4200 W. Cypress St., Suite 900
   Tampa, FL 33607-4173
3. Email us at flmedicaidgrievances@amerigroup.com.

You can have someone else help you with the grievance process. This person can be any of the following:
- A family member
- A friend
- Your doctor
- A lawyer

Write this person’s name on the grievance form.

If you need help filing the complaint, Simply can help. Call Member Services at 1-877-440-3738 (TTY 711) and a grievance and appeals coordinator will help you. Once Simply gets your grievance (oral or written), we will send you a letter within five business days. This letter will tell you the date we got your grievance.

What happens if I have additional information?

If you have more information you want us to have:

1. Bring it to us in person or mail it to:
   Simply Healthcare Plans, Inc.
   Grievance and Appeals Coordinator
   4200 W. Cypress St., Suite 900
   Tampa, FL 33607-4173
2. Ask for the grievance and appeals coordinator to call you when you send in your grievance.
3. Call the grievance and appeals coordinator at 1-877-440-3738 (TTY 711).

What happens next?

The grievance coordinator will review your concern. If more information is needed or you have asked to talk to the coordinator, he or she will call you. Clinical staff look at medical concerns. Simply will tell you the decision of your grievance within 30 calendar days from the date we got your grievance.

What happens if I want an extension?

Although Simply normally will resolve your concern within 30 calendar days, there are times when an extension is needed. Simply may extend the time it takes to resolve your concern up to 14 calendar days if:
- You request an extension.
• Simply needs additional information and we believe by extending the time it is in your best interest.

Simply will call you the same day and let you know in writing, within two calendar days of our identification, that a grievance extension is needed.

Medical Appeals
There may be times when Simply says it will not pay, in whole or in part, for care that your doctor has asked for. If we do this, you can appeal the decision. A medical appeal is when you ask Simply to look again at the care your doctor asked for and we said we would not pay for. You must file for an appeal within 60 calendar days from the date on the letter that says we will not pay for a service. Simply will not act differently toward you or the doctor who helped file an appeal.

I want to ask for an appeal. How do I do it?
An appeal may be filed out loud by phone or in writing. This needs to be within 60 calendar days of when you get the notice of adverse benefit determination. There are four ways to file an appeal:
1. Write and ask to appeal. Mail the appeal request and all medical information to:
   Simply Healthcare Plans, Inc.
   Grievance and Appeals Coordinator
   4200 W. Cypress St., Suite 900
   Tampa, FL 33607-4173
2. Call the grievance and appeal coordinator toll-free at 1-877-440-3738 (TTY 711).
3. Email us at flmedicaidgrievances@amerigroup.com.
4. Send a fax to 1-866-216-3482.

What else do I need to know?
When we get your letter, we will send you a letter within five business days. This will tell you we got your appeal. You may talk to the doctor who looks at your case. We’ll help you meet with or talk to him or her. You may also ask for a free copy of the guidelines, records or other information used to make this ruling. We’ll tell you what the ruling is within 30 calendar days of getting your appeal request.

What if I have more information I want you to have?
If you have more information to give us, bring it in person or mail it to the Medical Appeals address above. Also, you can look at your medical records and information on this ruling before and during the appeal process. The time frame for an appeal may be extended up to 14 calendar days if:
• You ask for an extension.
• Simply finds additional information is needed, and the delay is in your interest.

If the time frame is prolonged other than at your request, Simply will call you on the same day and let you know in writing within two calendar days of when the ruling is made.

If you have a special need, we will give you extra help to file your appeal. Please call Member Services at 1-877-440-3738 (TTY 711) Monday to Friday, 8 a.m. to 7 p.m. ET.

What can I do if I think I need an urgent or expedited appeal?
You or your doctor or someone on your behalf can ask for an urgent or expedited appeal if:
• You think the time frame for a standard appeal process could seriously harm your life or health or ability to attain, maintain or regain maximum function, based on a prudent layperson’s judgment.
In the opinion of your doctor who has knowledge of your medical condition, a standard appeal would subject you to severe pain that cannot be well managed without the care or treatment that is the subject of the request.

You can also ask for an expedited appeal by calling Member Services toll-free at **1-877-440-3738 (TTY 711)** Monday to Friday, 8 a.m. to 7 p.m. ET.

If you have any questions, need help or would like to talk to the grievance and appeals coordinator, call Member Services toll-free at **1-877-440-3738 (TTY 711)** Monday to Friday, 8 a.m. to 7 p.m. ET.

We must respond to you by phone or in person within 72 hours after we receive the appeal request, whether the appeal was made out loud by phone or in writing. If the request for an expedited appeal is denied:

- The appeal will be transferred to the time frame for standard resolution.
- You will be notified verbally on the same day and with a written notice within two calendar days.

**What if my health care was reduced, postponed or ended, and I want to keep getting health care while my appeal is in review?**

Call Member Services if you would like to keep your benefits during your appeal. Simply will continue your benefits if:

1. You or your authorized representative file an appeal with Simply regarding the decision either:
   a. Within 10 business days after the notice of the adverse action is mailed.
   b. Within 10 business days after the intended effective date of the action, whichever is later.
2. The appeal involves the termination, suspension or reduction of a previously authorized course of treatment.
3. The services were ordered by an authorized provider.
4. The original period covered by the original authorization has not expired.
5. You request extension of benefits.

If you meet these requirements, Simply will approve the service until one of the following happens:

1. You withdraw the appeal.
2. Ten business days pass after Simply sends you the notice of resolution of the appeal against you, unless within those 10 days you have requested a Medicaid fair hearing with continuation of benefits.
3. The Medicaid fair hearing office issues a hearing decision adverse to you.
4. The time period or service limits of a previously authorized service have been met.

If the state fair hearing or Subscriber Assistance Program agrees with us, you may have to pay for the care you got during the appeal.

**What can I do if Simply still will not pay?**

You have a right to ask for a state fair hearing. You must request an appeal before you ask for the fair hearing. If you ask for a fair hearing, you must do so no later than 120 calendar days of getting our letter that says we will not pay for a service.

The Medicaid Hearing Unit is not part of Simply. This office looks at appeals from Florida Medicaid members. If you contact the Medicaid Hearing Unit, we will give them facts about your case. This includes the details you have given us.

**How do I contact the state for a fair hearing?**

You can contact the Medicaid Hearing Unit at any time during the Simply appeals process. They are at:
You have the right to ask to get benefits during your hearing. Call Member Services toll-free at 1-877-440-3738 (TTY 711). If the Medicaid Hearing Unit agrees with Simply, you may have to pay for services you got during the appeal.

Member Dissatisfaction and Grievances

Members who wish to file a grievance through their provider should receive a grievance form from the provider. Once completed, the member or provider can forward the grievance form with any supporting documentation to the attention of our Grievance Unit.

Dissatisfaction Process

We will make every effort to resolve each member dissatisfaction before it becomes a grievance. We encourage members to voice even minor concerns early by contacting their case manager. The vast majority of concerns are resolved at the time of initial contact.

Whether received by telephone or in writing, all member concerns are immediately logged into the Simply Management Information System. If the member’s concern cannot be resolved by the close of the next business day, the concern becomes a formal grievance. We will send a letter acknowledging receipt of the request.

A Member Services representative or case manager logs all dissatisfactions, both oral and written, and tries to resolve the complaint immediately. If the dissatisfaction cannot be resolved at the time of the call, it is forwarded to the Grievances and Appeals team for resolution as a grievance. The Grievance and Appeals team works with the appropriate department within Simply for investigation and review. Member Services uses the language line for assistance, as needed, with interpretive services.

Complaint and grievance procedures are provided to members and providers in alternative formats as needed. This includes audio, large print, Braille and Spanish. TDD/TTY lines and sign language interpreters are also available. If a member needs help completing a grievance/appeal form, assistance will be provided by telephone, or a member advocate representative will contact the member to provide the requested assistance and may fill out the form for the member. In addition, grievance/appeal forms are available at providers’ offices. These assistance services are available at all steps of the grievance and appeal process.

Other Dissatisfactions Handled by Simply

Member dissatisfactions pertaining to receipt of vision and dental services are referred to the respective subcontractor, including Ocular Benefits and DentaQuest. The subcontractor for these services must report all member dissatisfactions, including the type of complaint and resolution status, to us on a monthly basis. We incorporate this information into the grievance/appeal database for monitoring and trending. If the member calls back and is not satisfied with the response from the subcontractor’s Member Services department, a Simply Member Services representative will try to conduct a three-way conference call with the subcontractor and the member to resolve the issue immediately. Member Services may also refer the issue to our Grievances and Appeals department for further review or assistance.
If a vendor receives a complaint from a member related to nonemergent transportation, the vendor will attempt to resolve the complaint. If they are unable to resolve the complaint within 24 hours, the vendor will notify the Grievances and Appeals department, and a grievance coordinator will contact the member to provide assistance.

**Grievance Process**

A grievance is an expression of dissatisfaction about any matter other than an action. Possible subjects for grievances include but are not limited to the quality of care, the quality of services provided, and aspects of interpersonal relationships such as rudeness of a provider or employee or failure to respect the member’s rights.

Members may file a formal grievance either verbally or in writing at any time after the date of service or occurrence. We can help members write grievances as necessary. All grievances will be acknowledged within five business days. All grievances except clinically related issues are investigated by Grievance department staff with the cooperation of other departments directly involved with the member’s concerns. Members may file a grievance by contacting:

Simply Healthcare Plans, Inc.  
Grievance Coordinator  
4200 W. Cypress St., Suite 900  
Tampa, FL 33607-4173  
Office hours: 8 a.m. to 7 p.m.  
Phone: 1-877-440-3738 (TTY 711)

Resolution of a member’s grievance must be completed within 30 days of receipt of the grievance. If the review process takes longer than 30 days, we will send a follow-up letter to the member explaining the status of his or her case. If an extension is needed, we will send a letter to the member explaining the status of the case and the need for an extension. We will also send the member a resolution letter discussing our decision and the member’s right to appeal.

If a grievance involves a quality-of-care concern, all providers, agents and employees of Simply can complete a plan inquiry form and forward it to the Quality Management department for confidential review.

**Provider Complaint System**

Our provider complaint system allows you to dispute Simply policies, procedures or any aspect of our administrative functions, including proposed actions. You have 45 calendar days from the date of the occurrence to file a written complaint regarding the dispute. Complaints will be resolved fairly — consistent with health plan policies and covered benefits.

**Process for Filing and Submitting a Formal Complaint**

You can file a written formal complaint with us via the provider website, email, fax or mail. Any supporting documentation should accompany the grievance. For assistance with filing a complaint, call Provider Services at 1-877-440-3738.

We will:
- Allow 45 days for providers to file a written complaint.
- Notify the provider (verbally or in writing) within three business days of receipt that we have received the complaint and include an expected date of resolution.
- Document why a complaint is unresolved after 15 days of receipt and provide written notice of the status to the provider every 15 days thereafter.
- Resolve all complaints within 90 days of receipt and provide written notice of the disposition as well as the basis of the resolution within three business days of the resolution.

Simply keeps all provider complaints confidential to the extent permitted under applicable law. We will not penalize a provider for filing a complaint.

**Provider Complaint Review**

Upon receipt of a complaint with supporting documentation, we will thoroughly investigate the complaint using applicable statutory, regulatory, contractual and provider contract provisions, collecting all pertinent facts from all parties and applying Simply written policies and procedures. The account executive/manager or director is responsible for resolution of unresolved issues. We will communicate resolution of the issue in writing.

**Claims Payment Inquiries or Appeals**

Our Provider Experience program helps you with claims payment and issue resolution. Just call **1-877-440-3738** and select the Claims prompt.

We connect you with a dedicated resource team, called the Provider Service Unit (PSU), to ensure:
- Availability of helpful, knowledgeable representatives to assist you.
- Increased first-contact, issue resolution rates.
- Significantly improved turnaround time of inquiry resolution.
- Increased outreach communication to keep you informed of your inquiry status.

For members who reside in a residential facility, there are requirements for patient responsibility. Residential facilities are nursing homes, adult family care homes and assisted living facilities. Patient responsibility is calculated by the Department of Children and Families. In accordance with Title 42, Section 435.726, Code of Federal Regulations & Section 2404 of the Affordable Care Act, patient liability will be withheld from billed charges per the Medicaid Provider Reimbursement Handbook guidelines.

**Claims Correspondence versus Payment Appeal**

The PSU is available to assist you in determining the appropriate process to follow for resolving your claim issue. The following table also provides guidance on issues considered claim correspondence and should not go through the payment appeal process.

<table>
<thead>
<tr>
<th>Type of Issue</th>
<th>What Do I Need to Do</th>
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<tbody>
<tr>
<td><strong>Rejected claim(s)</strong></td>
<td>Use the EDI Hotline at <strong>1-800-590-5745</strong> when your claim was submitted electronically but was never paid or was rejected. We’re available to assist you with setup questions and help resolve submission issues or electronic claims rejections.</td>
</tr>
</tbody>
</table>
| **EOP requests for supporting documentation (itemized bills and invoices)** | Submit a *Claim Correspondence Form*, a copy of your *EOP* and the supporting documentation to:  
Simply Healthcare Plans, Inc.  
Florida Claims Correspondence  
P.O. Box 61599  
Virginia Beach, VA 23466-1599  

| **EOP requests for medical records** | Submit a *Claim Correspondence Form*, a copy of your *EOP* and the medical records to:  
Simply Healthcare Plans, Inc.  
Florida Claims Correspondence  
P.O. Box 61599  
Virginia Beach, VA 23466-1599 |
<table>
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</table>
| **Need to submit a corrected claim due to errors or changes on original submission** | Submit a *Claim Correspondence Form* and your corrected claim to:  
Simply Healthcare Plans, Inc.  
Florida Claims Correspondence  
P.O. Box 61599  
Virginia Beach, VA 23466-1599  
Clearly identify the claim as corrected. We cannot accept claims with handwritten alterations to billing information. We will return claims that have been altered with an explanation of the reason for the return. |
| **Submission of coordination of benefits (COB)/third-party liability (TPL) information** | Submit a *Claim Correspondence Form*, a copy of your EOP and the COB/TPL information to:  
Simply Healthcare Plans, Inc.  
Florida Claims Correspondence  
P.O. Box 61599  
Virginia Beach, VA 23466-1599 |

A claim payment appeal (dispute) is any dispute between you and Simply for reason(s) including:
- Contractual payment issues.
- Inappropriate or unapproved referrals initiated by providers.
- Retrospective review.
- Disagreements over reduced or zero-paid claims.
- Authorization issues.
- Timely filing issues.
- Other health insurance denial issues.
- Claim code-editing issues.
- Duplicate claim issues.
- Retro-eligibility issues.
- Experimental/investigational procedure issues.
- Claim data issues.

You will not be penalized for filing a payment dispute. No action is required by the member. Our procedure is designed to give you access to a timely payment appeal process. We have a two-level appeal process for providers to dispute claim payment. If you are dissatisfied with the resolution of a first-level appeal, we give you the option to file a second-level appeal.

For claims payment issues related to denial based on medical necessity, we contract with physicians who are not network providers to resolve claims appeals that remain unresolved subsequent to first-level determination.

We will abide by the determination of the physician resolving the dispute and expect you to do the same. We will ensure the physician resolving the dispute will hold the same specialty or a related specialty as the appealing provider.

If you disagree with a previously processed claim or adjustment, you may submit a verbal or written request for reconsideration to us. Due to the nature of appeals, some cannot be accepted verbally and therefore must be submitted in writing. The following table provides guidance for determining the appropriate submission method:

<table>
<thead>
<tr>
<th>Issue Type</th>
<th>Written or Verbal Request Allowed?</th>
</tr>
</thead>
</table>
| Denied for timely filing | • If we made an error per your contract: verbal allowed  
• If you have paper proof: written |
| Denied for no authorization | • If you know an authorization was provided and we made an error: verbal allowed  
• If you have paper proof: written |
<table>
<thead>
<tr>
<th>Issue Type</th>
<th>Written or Verbal Request Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retro-authorization issue</td>
<td>• If requesting retro-review: written</td>
</tr>
<tr>
<td>Denied for needing additional medical records</td>
<td>• If records have not been received previous to call: written</td>
</tr>
<tr>
<td>Note: Denials issued for this reason are considered non-clean claims and will not be logged as appeals. These will be treated as inquiries/correspondence.</td>
<td>• If records were sent previously and you know they were received and on file: verbal</td>
</tr>
<tr>
<td>You feel you were not paid according to your contract, such as at appropriate DRG or per diem rate, fee schedule, Service Case Agreement, or appropriate bed type, etc.</td>
<td>Verbal</td>
</tr>
<tr>
<td>The member doesn’t have OHI, but claim denied for OHI</td>
<td>Verbal</td>
</tr>
<tr>
<td>Claim code editing denial</td>
<td>Written</td>
</tr>
<tr>
<td>Denied as duplicate</td>
<td>Verbal</td>
</tr>
<tr>
<td>Claim denied related to provider data issue</td>
<td>Verbal</td>
</tr>
<tr>
<td>Retro-eligibility issue</td>
<td>Verbal</td>
</tr>
<tr>
<td>Experimental/investigational procedure denial</td>
<td>Written</td>
</tr>
<tr>
<td>Claims data entry error; data elements on the claim on file do not match the claim you submitted</td>
<td>Verbal</td>
</tr>
<tr>
<td>Second-level appeal</td>
<td>Written (verbal not accepted)</td>
</tr>
</tbody>
</table>

If after reviewing this table you determine a verbal appeal is allowed, you can call the PSU at **1-877-440-3738**. If the appeal must be submitted in writing or if you wish to use the written process instead of the verbal process, the appeal should be submitted to:

Simply Healthcare Plans, Inc.
Payment Appeals
P.O. Box 61599
Virginia Beach, VA 23466-1599

Written appeals with supporting documentation can also be submitted via the payment appeal tool on our provider website. When inquiring on the status of a claim, if a claim is considered appealable due to no or partial payment, a dispute selection box will display. Once this box is clicked, a Web form will display for you to complete and submit. If all required fields are completed, you will receive immediate acknowledgement of your submission.

When using the online tool, you can upload supporting documentation using the attachment feature on the web dispute form.

Simply must receive the payment appeal for reconsideration, whether verbal or written, within 120 calendar days of the EOP paid date or recoupment date.

When submitting the appeal verbally or in writing you need to provide:

- A listing of disputed claims.
- A detailed explanation of the reason for the appeal.
- Supporting statements for verbal appeals and supporting documentation for written.

Written appeals should also include a copy of the EOP and an Appeal Request Form.

Verbal appeals received by the PSU are logged into the appeal database. Written payment appeals are received in our Document Management Department (DMD) and are date-stamped upon receipt. The DMD scans the appeal into our document management system (Macess), which stamps the image with the received date and...
the scan date. Once the dispute has been scanned, it is logged into the appeal database by the Intake team within the DMD.

Once the appeal is logged, it is routed in the database to the appropriate appeal unit. The appeal associates work appeals by demand drawing items based on first-in, first-out criteria for routing appeals. The appeal associate will:

- Review the appeal and determine the next steps needed for the payment appeal.
- Make a final determination if able based on the issue or will route to the appropriate functional area(s) for review and determination.
- Ensure a determination is made within 30 calendar days of the receipt of the payment appeal.
- Contact you via your preferred method of communication (phone, fax, email or letter) and provide the payment information, if overturned or further appeal rights if upheld or partially upheld. Your preferred method of communication is determined from the PSU agent requesting this information during your call or your selection on the Appeal Request Form. If no preference is provided, a letter will be mailed to you.

If your claim(s) remains denied, partially paid or you continue to disagree, you may file a second-level appeal in writing. Second-level verbal appeals will not be accepted. The second-level appeal must be received by us within 30 calendar days from the date of the first-level decision/resolution letter. Second-level appeals received after this will be upheld for untimely filing and will not be considered for further payment. You must submit a written second-level dispute to the centralized address for disputes. A more senior appeal associate, or one who did not complete the first-level review, will conduct the second-level review. If additional information is submitted to support payment, the denial is overturned. Otherwise, the appeal associate conducts the review as per the steps in the first-level process.

Once the dispute is reviewed for the second level, the appeal associate will notify you of the decision via your preferred method of communication within 30 calendar days of receipt of the second-level payment appeal.

A licensed/registered nurse will review payment appeals received with supporting clinical documentation when medical necessity review is required. We will apply established clinical criteria to the payment appeal. After review, we will either approve the payment dispute or forward it to the medical director for further review and resolution.

If you are dissatisfied with the Level II payment dispute resolution, you may appeal our decision to Maximus, the AHCA vendor for provider disputes.

Application forms and instructions on how to file claims are available from Maximus. For information updates, call Maximus directly at 1-866-763-6395 and ask for the Florida Appeals Process department.
12 RISK MANAGEMENT

Risk management is defined as the identification, investigation, analysis and evaluation of risks and the selection of the most advantageous method of correcting, reducing or eliminating identifiable risks.

The Risk Management program at Simply is intended to:

- Protect and conserve the human and financial assets, public image and reputation of the provider of care and/or the organization from the consequences of risks associated with members, visitors and employees at the lowest reasonable cost.
- Minimize the incidents of legal claims against the provider of care and/or organization.
- Enhance the quality of care provided to members.
- Control the cost of losses.
- Maintain patient satisfaction with the provider of care and the organization.

The scope of our Risk Management program is organization-wide. Each member of the medical care team has an equally important role to play in minimizing the occurrence of incidents. All care providers, agents and Simply employees have the affirmative duty to report adverse or untoward incidents (potential or actual) on an incident report and to send the report to specific personnel for necessary follow-up. The risk manager’s activities will contribute to the quality of care and a safer environment for members, employees, visitors and property as well as reduce the cost of risk to the provider and the organization.

These activities are categorized as those directed toward loss prevention (preloss) and those for loss reduction (postloss).

The primary goal of preloss activity is to correct, reduce, modify or eliminate all identifiable risk situations, which could result in claims and litigation for injury or loss. This can be accomplished by:

- Providing ongoing education and training programs in risk management and risk prevention.
- Participating in safety, utilization review, quality assessment and improvement activities.
- Interfacing with the medical staff to ensure communication and cooperation in risk management.
- Exchanging information with professional organizations, peers and other resources to improve and update the program.
- Analyzing member grievances that relate to member care and the quality of medical services for trends and patterns.

The primary goal of postloss activity is the selection of the most advantageous methods of correcting identifiable risks and claim control. This can be accomplished through an effective and efficient incident reporting system.

All Simply employees will be given education on the Internal Incident Reporting System, which outlines incident-reporting responsibilities and includes the definition of adverse or untoward incidents, access to the incident report form, appropriate routing, and the required time frame for reporting incidents to the risk manager.

Your input and participation in the quality management process further emphasizes the identification of potential risks in the clinical aspects of member care.

Internal Incident Reporting System

The Internal Incident Reporting System establishes the policy and procedure for reporting adverse or untoward incidents that occur.
Definitions

**Adverse or untoward incident** — an injury of an enrollee occurring during the delivery of managed care plan covered services that:

- Is associated in whole or in part with service provision rather than the condition for which such service provision occurred.
- Is not consistent with or expected to be a consequence of service provision.
- Occurs as a result of a service provision to which the patient has not given his informed consent.
- Occurs as the result of any other action or lack thereof on the part of the staff of the provider.

**Injury** — any of the following outcomes when caused by an adverse incident:

- Death
- Fetal death
- Brain damage
- Spinal damage
- Permanent disfigurement
- Fracture or dislocation of bones
- Any condition resulting in transfer of the patient, within or outside the facility, to a unit providing a more acute level of care
- Any condition requiring surgical intervention to correct or control

**Critical incident** — events that negatively affect the health, safety or welfare of a member, including the following:

- Abuse/neglect/exploitation
- Altercations requiring medical intervention
- Elopement
- Escape
- Homicide
- Major illness
- Medication errors
- Sexual battery
- Suicide
- Suicide attempt
- Unexpected death

**Reporting Responsibilities**

All participating and direct service providers, including home and community based services (HCBS) providers, are required to report adverse incidents to Simply within 24 hours of discovery. Simply must ensure all participating and direct service providers are required to report adverse incidents to the Agency immediately, but no more than 24 hours of the incident. Reporting will include information on the enrollee’s identity and a description of the incident and outcomes, including current status of the enrollee.

Simply will report suspected adult abuse, neglect and exploitation of enrollees immediately, in accordance with Chapter 415, F.S. Suspected cases of abuse, neglect and/or exploitation must be reported to the state’s Adult Protective Services unit. The Florida Adult Protective Services has the responsibility for investigating allegations of abuse, neglect and exploitation of elders and individuals with disabilities.
Procedural Responsibilities

- The provider staff member involved in observing or first discovering the unusual incident or a Simply staff member who becomes aware of an incident is responsible for initiating the incident report within 24 hours of discovery. Reports will be fully completed on the incident report form and will provide a clear, concise, objective description of the incident. The director of the department involved in observing the risk situation will assist in the completion of the form if necessary.
- Incident forms will be logged and date-stamped.
- Simply associates will refer quality of care and quality of service issues to the Quality Management (QM) department, and it will solicit information from other departments and/or providers.
- The National Customer Care department associate is responsible for initiating incident reports for member grievances that relate to an adverse or untoward incident.
- The QM committee will review all pertinent safety-related reports.
- The QM committee, medical advisory committee and/or peer review committee will review pertinent member-related reports.
- Documentation related to the suspected abuse, neglect or exploitation, including the reporting of such, must be kept in a file, separate from the enrollee’s case file, that is designated as confidential. Such file shall be made available to the AHCA upon request.
- The only copy of a member incident report will be kept in the office of the risk manager; reports will not be photocopied or carbon copied. Employees, providers and agents are prohibited from placing copies of an incident report in the medical record. Employees, providers and agents are prohibited from making a notation in the medical record referencing the filing of an incident report.

Incident Report Review and Analysis

- The risk manager will review all incident reports and analyze them for trends and patterns. This includes the frequency, cause and severity of incidents by location, provider and type of incident.
- The risk manager will have free access to all health maintenance organization or provider medical records.
- The incident reports will be utilized to develop categories of incidents that identify problems.
- Once problems become evident, the risk manager will make recommendations for corrective actions such as procedural revisions.
- Should definitive injuries occur, cases will be categorized using the ICD-10-CM coding classification.
- An incident report is an official record of incident and is privileged and confidential in all regards. No copies will be made of any incident report for any reason other than those situations authorized by applicable law.
13 CLAIMS AND REIMBURSEMENT PROCEDURES

Simply Website and Provider Inquiry Line

We know you need accurate, up-to-date information to provide the best service to members. You can access authorization status 24 hours a day, 365 days a year via:

- The Simply provider website (www.simplyhealthcareplans.com/provider)
- The Availity Portal (https://www.availity.com)
- The toll-free Provider Inquiry Line (1-877-440-3738)

The Simply provider website provides a host of online resources, featuring our online provider inquiry tool for authorization status. Detailed instructions for use of the online provider inquiry tool can be found on our website.

Our toll-free Provider Inquiry Line is available to help you check member status, claim status and authorization status. This option also offers the ability to be transferred to the appropriate department for other needs such as requesting new authorizations, checking on status, seeking advice in case management and contacting your account representative.

Claim Timely Filing

Paper and electronic claims must be filed so they are received within:

- Six months from the date of service for participating providers.
- 365 days from the date of service for nonparticipating providers.

Timely filing periods begin from the date of discharge for inpatient services and from date of service for outpatient/provider services.

There are exceptions to the timely filing requirements. They include:

- **Cases of coordination of benefits/subrogation** — For cases of coordination of benefits/subrogation, the time frames for filing a claim will begin on the date of the third party’s resolution of the claim.
- **Cases where a member has retroactive eligibility** — In situations of enrollment in Simply with a retroactive eligibility date, the time frames for filing a claim will begin on the date we receive notification from the enrollment broker of the member’s eligibility/enrollment.

We will deny claims submitted after the filing deadline.

Documentation of Timely Claim Receipt

The following information will be considered proof that a claim was received timely. If the claim is submitted:

- **By U.S. mail:** First-class, return receipt requested or by overnight delivery service; you must provide a copy of the claim log that identifies each claim included in the submission.
- **Electronically:** You must provide the clearinghouse assigned receipt date from the reconciliation reports.
- **By fax:** You must provide proof of facsimile transmission.

The claims log you maintain must include the following information:

- Name of claimant
- Address of claimant
- Telephone number of claimant
- Claimant’s federal tax identification number
- Name of addressee
- Date of mailing or hand delivery
- Subscriber name
- Subscriber ID number
- Patient name
- Date(s) of service/occurrence
- Name of carrier
- Designated address
- Total charge
- Delivery method

**Good Cause**

If a claim or claim appeal includes an explanation for the delay or other evidence that establishes the reason, we will determine good cause based primarily on that statement or evidence and/or if the evidence leads to doubt about the validity of the statement. We will contact you for clarification or additional information necessary to make a good cause determination.

Good cause may be found when a provider or supplier claim filing delay was due to:

- Administrative error: incorrect or incomplete information furnished by official sources (for example, carrier, intermediary, CMS) to the provider or supplier.
- Incorrect information furnished by the member to the provider or supplier resulting in erroneous filing with another care management organization or with the state.
- Unavoidable delay in securing required supporting claim documentation or evidence from one or more third parties, despite reasonable efforts by the provider/supplier to secure such documentation or evidence.
- Unusual, unavoidable or other circumstances beyond the service provider’s control, which demonstrate the provider or supplier could not reasonably be expected to have been aware of the need to file timely.
- Destruction or other damage of the provider’s or supplier’s records, unless such destruction or other damage was caused by the provider’s or supplier’s willful act of negligence.

**Claims Submission**

We encourage the submission of claims electronically through Electronic Data Interchange (EDI). Participating providers must submit claims so they’re received within six months from the date of service, and nonparticipating providers must submit claims so they’re received within 365 days from the date of service.

Electronic claims submission is available through:

- **Availity** — claim payer ID = SMPLY

The advantages of EDI submission include:

- Facilitates timely claims adjudication.
- Acknowledges receipt and rejection notification of claims electronically.
- Improves claims tracking.
- Improves claims status reporting.
- Reduces adjudication turnaround.
- Eliminates paper.
- Improves cost-effectiveness.
- Allows for automatic adjudication of claims.

The guide for EDI claims submission is located at [www.simplyhealthcareplans.com/provider](http://www.simplyhealthcareplans.com/provider). The EDI claims submission guide includes additional information related to the EDI claim process.

To initiate the electronic claims submission process or obtain additional information, contact the Simply EDI hotline at **1-800-590-5745**.

**Clean Claims Payment**

A clean claim is a request for payment for a service rendered by a provider that:

- Is submitted by the provider in a timely manner.
- Is accurate.
Is submitted on a HIPAA-compliant standard claim form, including a CMS-1500 or CMS-1450, or successor forms thereto, or the electronic equivalent of such claim form.

Is submitted using the approved Assisted Living, Adult Family Care Home or Adult Day Care Roster Form.

Requires no further information, adjustment or alteration by the provider or by a third party to be processed and paid by Simply.

Clean claims are adjudicated within 30 business days of receipt. If Simply does not adjudicate the clean claim within the time frames specified above, we will pay all applicable interest as required by law.

We produce and mail an EOP on a biweekly basis, which delineates the status of each claim that has been adjudicated during the previous week. Upon receipt of the requested information from the provider, we must complete processing of the clean claim within 30 business days.

Paper claims that are determined to be unclean will be returned to the billing provider along with a letter stating the reason for the rejection. Electronic claims that are determined to be unclean will be returned to the Simply contracted clearinghouse that submitted the claim.

**Website Submission**

The Availity Portal offers a variety of online functions to help you reduce administrative costs and gain extra time for patient care by eliminating paperwork and phone calls. You will need to sign up to access it. Once signed up, you can log in to a single account and perform numerous administrative tasks for patients covered by Simply or by other payers.

Claims can be submitted electronically through the Availity Portal. For more information about Availity, such as how to register, training opportunities and more, visit [https://www.availity.com](https://www.availity.com) or call 1-800-AVAILITY (1-800-282-4548).

**Paper Claims Submission**

Participating and nonparticipating providers also have the option of submitting paper claims. We use optical character reading (OCR) technology as part of our front-end claims processing procedures. OCR technology is coupled with an imaging module to furnish providers with a more responsive claims processing interface. The benefits include:

- Faster turnaround times and adjudication.
- Claims status availability within five days of receipt.
- Immediate image retrieval by Simply staff for claims information, allowing for more timely and accurate response to provider inquiries.

To use OCR technology, claims must be submitted on original red claim forms (not black-and-white or photocopied forms) laser printed or typed (not handwritten) in a large, dark font. Participating providers must submit a properly completed CMS-1450 or CMS-1500 (08-05) form so it is received within six months from the date of service, and nonparticipating providers must submit the same forms so it is received within 365 days from the date of service.

In accordance with the implementation timelines set by CMS and by the National Uniform Claim Committee, we require use of the CMS-1500 (08-05) and CMS-1450 forms to accommodate your NPI.

The CMS-1500 (08-05) or CMS-1450 form must include the following information (HIPAA-compliant, where applicable):

- Member ID
- Provider tax ID number
• Member name
• Member date of birth
• ICD-10 diagnosis codes/revenue codes
• Date of service
• Place of service
• Description of services rendered
• Itemized charges
• Days or units
• Provider name according to contract
• Simply provider number
• NPI of billing provider when applicable
• State Medicaid ID
• Coordination of benefits/other insurance information
• Authorization/preauthorization number
• Any other state-required data

We cannot accept claims with alterations to billing information. Claims that have been altered will be returned with an explanation for the return. We will not accept claims from those providers who submit entirely handwritten claims.

Paper claims must be submitted to the following address:
Simply Healthcare Plans, Inc.
Claims
P.O. Box 61010
Virginia Beach, VA 23466-1010

International Classification of Diseases, 10th Revision (ICD-10) Description

As of October 1, 2015, ICD-10 became the code set for medical diagnoses and inpatient hospital procedures in compliance with HIPAA requirements and in accordance with the rule issued by the U.S. Department of Health and Human Services (HHS).

ICD-10 is a diagnostic and procedure coding system endorsed by the World Health Organization (WHO) in 1990. It replaces the International Classification of Diseases, 9th Revision (ICD-9), which was developed in the 1970s. Internationally, the codes are used to study health conditions and assess health management and clinical processes. In the United States, the codes are the foundation for documenting the diagnosis and associated services provided across health care settings.

Although we often use the term ICD-10 alone, there are actually two parts to ICD-10:
• Clinical modification (CM): ICD-10-CM is used for diagnosis coding.
• Procedure coding system (PCS): ICD-10-PCS is used for inpatient hospital procedure coding; this is a variation from the WHO baseline and unique to the United States.

ICD-10-CM replaces the code sets ICD-9-CM, volumes one and two for diagnosis coding, and ICD-10-PCS replaces ICD-9-CM, volume three for inpatient hospital procedure coding.

Roster

Assisted living facilities, adult family care homes and adult day health services can submit a Simply-approved roster claim form. The roster claim form must be clean, free of alterations and complete. Alterations include using white-out and crossing out or writing over mistakes. This roster claim form must be faxed to 1-866-779-3031.

Encounter Data

We established and maintain a system to collect member encounter data. Due to reporting needs and requirements, network providers who are reimbursed by capitation must send encounter data to us for each member encounter. Encounter data can be submitted through EDI submission methods or on a CMS-1500
(08-05) claim form unless we approve other arrangements. Data will be submitted in a timely manner but no later than 180 days from the date of service. The encounter data will include the following:

- Member ID number
- Member name (first and last)
- Member date of birth
- Provider name according to contract
- Simply provider ID
- Coordination of benefit information
- Date of encounter
- Diagnosis code
- Types of services provided (using current procedure codes and modifiers if applicable)
- Provider tax ID number and state Medicaid ID number

Submit encounter data to the following address:
Simply Healthcare Plans, Inc.
P.O. Box 61010
Virginia Beach, VA 23466-1010

Our utilization and quality improvement staff monitors compliance, coordinates with the medical director and reports to the quality management committee on a quarterly basis. We monitor the primary care provider for compliance with utilization reporting. Lack of compliance will result in training and follow-up audits and could result in termination from the network.

Claim Adjudication

All network and non-network provider claims submitted to Simply for payment will be processed in accordance with F.S. 641.3155 according to Generally Accepted Claims Coding and Payment Guidelines. These guidelines are designed to comply with industry standards as defined by CPT-4, ICD-10 and resource-based relative value scale (RBRVS) handbooks.

We use code-auditing software to comply with an ever-widening array of code edits and rules. Additionally, this review increases consistency of payment for providers by ensuring correct coding and billing practices are being followed. A sophisticated auditing logic determines the appropriate relationship between thousands of medical, surgical, radiology, laboratory, pathology and anesthesia codes to process those services according to industry standards. The auditing software is updated periodically to conform to changes in coding standards and to include new procedure and diagnosis codes.

For questions regarding any edits that you receive on your explanation of payment, contact Provider Services at 1-877-440-3738.

For appropriate filing information, see CMS-1500 claim form instructions and CMS-1450 claim form instructions. Failure to provide any of the required information can result in payment being delayed.

Timely filing of claims from participating providers must occur within six months of the date of service (180 days) and within 365 days for nonparticipating providers. We typically adjudicate claims submitted for payment under Simply coverage within 15 days of submission for clean claims.