



# Simply Healthcare Plans, Inc.

## Resource Guide

This reference guide provides a list of the departments at **Simply Healthcare Plans, Inc. (Simply)** that may be helpful in assisting with coordination and authorization of services that a member may need. Simply has also provided names of their team who may assist with any issues that have not been resolved in a timely manner and need to be escalated. Simply provides services in Regions 1, 2, 5, 6, 7, 10, and 11, and also provides services for LTC. For more information, contact Simply at **844-405-4296** or check their website at <https://provider.simplyhealthcareplans.com>.

### **Behavioral health – utilization management – Beacon Health Options (Beacon)\***

Support provided:

Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory, and behavioral health case management.

Phone number: **844-375-7215**

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 8 p.m.

Contact after hours or weekends: **844-375-7215**

Special instructions for after hours or weekends: N/A

Escalation contact:

Primary, including for OUD/SUD):  
Ellen Livingston  
phone number: **786-376-4690**

Secondary: Patrick Glynn  
phone number: **305-722-3078**

Florida Behavioral Health Impact's **Mental Health Resource Directory**

### **Behavioral health – case management – Beacon**

Support provided: Assistance with appointments postdischarge, linking members to community services, education on condition, coordination with treating providers, participation in the DCF planning process outlined in s. 394.75, F.S., and the provision of enhanced care coordination and management for high-risk populations.

Phone number: **844-406-2396 (TTY 711)**

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 7 p.m.

Contact after hours or weekends: **844-375-7215**

Special instructions for after hours or weekends: Press 1 for English or 2 for Spanish, press 9 for emergency, will then be transferred to a clinician.

Escalation contact:

dl-BHManagerTeam@anthem.com

Florida Behavioral Health Impact's **Mental Health Resource Directory**

### **Case management**

Support provided: Regular assistance with appointments coordination (providers, transportation, DME), complex care management, assistance with service coordination for EIS, postdischarge and ER, referral, and linkage with community resources (assistance with appointments postdischarge, linking member to community services, education on condition, and coordination with treating providers).

Phone number:

Member Services:

**844-406-2396**

Provider Services:

**844-405-4296**

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 5 p.m.

<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. SFLPEC-2738-21 August 2021

Contact after hours or weekends: **844-406-2396**

Special instructions for after hours or weekends: There are 2 options available, the Nurse Advice Line or the CM Dept. voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after hours CM representative. If not urgent, member can use the CM Dept. option, leaving a voicemail with first and last name, date of birth, a contact number, and a brief description of the assistance needed. Call will be returned as soon as possible or within 12 hours.

Escalation contact:

Primary: on-duty case management representative phone number: **786-626-1963**  
*(number should only be used by providers)*

Secondary: On-duty case management representative phone number: **813-293-0835**  
*(number should only be used by providers)*

### **Perinatal Care Support**

Support provided: Regular assistance with appointment coordination (providers, transportation), assistance with services coordination after inpatient or ER related events, referral and linkage with community resources, and referral to BH services

Phone number: Member Services: **844-406-2396**;  
Provider Services: **844-405-4296**

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 5 p.m.

Contact after hours or weekends: **844-406-2396**

Special instructions for after hours or weekends: There are 2 options available, the Nurse Advice Line or the CM dept. voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after hours CM representative. If not urgent, member can use the CM dept. option leaving a voicemail with first and last name, date of birth, a contact number, and a brief description of the assistance needed. Call will be returned as soon as possible or within 12 hours.

Escalation contact:

Primary: Pedro Cachon, MGR I Case Management: **786-306-6715** *(number should only be used by providers)*

Secondary: On-duty case management representative phone number: **813-293-0835**  
*(number should only be used by providers)*

### **Pharmacy**

Support provided: Authorizations related to retail drugs, specialty drugs, and information on what drugs

require a PA.

Phone number: **877-577-9044**

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 8 p.m. ET

Contact after hours or weekends: **833-235-2030**

Special instructions for after hours or weekends: The PBM call center is available 24/7 and can assist providers with a 72-hour emergency supply of medication as necessary based on applicable contract requirements

Escalation contact:

Primary: Conrad Roux phone number: **786-559-0024**.  
Secondary: Oscar Chacon phone number: **786-509-0623**

### **Subcontracted utilization management services**

#### **Dermatology - Health Network One Inc. (HN1)\***

Support provided: Dermatology  
Phone number: **800-595-9631**

Hours of operation during non-holidays: Monday to Friday from 8:30 a.m. to 5 p.m.

Contact after hours or weekends: **844-406-2396**

Special instructions for after hours or weekends: Contact 24- hour nurse line via Simply Member Services.

Escalation contact:

Primary phone number:  
**888-595-963**; Monday to Friday  
8:30 a.m. to 5 p.m.

**Therapies - Health Network  
One, Inc (HN1)**

Support provided: PT/OT/ST

Phone number: **888-550-8800**

Hours of operation during non-  
holidays: Monday to Friday  
from 8:30 a.m. to 5 p.m.

Contact after hours or  
weekends: **844-406-2396**

Special instructions for after  
hours or weekends: Contact  
24-hour nurse line via Simply  
Member Services.

Escalation contact:

Primary phone number:  
**888-550-8800**; Monday to  
Friday 8:30 a.m. to 5 p.m.

**Vision- iCare\***

Support provided: Providers are  
able to call the toll-free provider  
help line to connect to the UM  
department. UM personnel are  
available to speak with  
providers and assist with  
authorization requests for  
elective surgeries and  
procedures.

Phone number: **855-373-7627**  
or **305-418-2025**

Hours of operation during non-  
holidays: Monday to Friday  
from 8 a.m. to 7 p.m.

Contact after hours or  
weekends: **855-373-7627** or  
**305-418-2025**

Special instructions for after  
hours or weekends: Providers  
contractually agree to provide  
emergent medically necessary  
care to members after-hours or  
on weekends, and the providers  
do not have to call UM to obtain  
authorization. If a member or  
provider experiences an  
emergency during after-hours  
or on the weekends, the  
member should be directed to  
call **9-1-1** and the provider  
should be reminded to treat the  
member and notify iCare on the  
next business day.

Escalation contact: See above

**Radiology - AIM Specialty  
Health\***

Support provided: Utilization  
Management for Radiology

Phone number: **800-714- 0040**

Hours of operation during non-  
holidays: Monday to Friday  
from 8 a.m. to 8 p.m.

Contact after hours or  
weekends: **844-406-2396**

Special instructions for after  
hours or weekends: Contact  
24-hour nurse line via Simply  
Member Service. The ordering  
physician can enter cases 24/7  
via the AIM provider portal,  
**www.providerportal.com**

Escalation contact:

Primary: Mariam Jafri  
phone number: **224-284-1645**  
Secondary: Nancy Armatas  
phone number: **224-278-4630**

Special Instructions: Ordering  
physician can enter cases via  
portal 24/7.

**Hearing - 20/20 Hearing Care  
Network\***

Support provided: Hearing  
Services

Phone number: **877-583-2842**

Hours of operation during non-  
holidays: Monday to Friday  
from 8 a.m. to 5 p.m.

Contact after hours or  
weekends: **561-638-5790**

Special instructions for after  
hours or weekends: N/A

Escalation contact:

Primary: Dr. Elliott Solomon  
phone number: **561-638-5790**

Secondary: Dr. Robert Coppola  
phone number: **954-695-7479**

**Home Health/Durable Medical  
Equipment – Integrated Home  
Care Services, Inc. (IHCS)\***

Support provided: Home  
Health, Durable Medical  
Equipment (DME), Home IV  
Infusion

Phone number: **844-215-4264**

Hours of operation during non-  
holidays: Monday to Friday  
from 8:30 a.m. to 7 p.m., and  
Saturdays 8:30 a.m. to 5:30 p.m.

Contact after hours or weekends: **844-215-4264**

Special instructions for after hours or weekends: After hours answering service is available 7-days a week. Monday to Friday from 7 p.m. to 8:30 a.m., and on weekends, Saturday from 5:30 p.m. to 8 a.m. Monday morning, and every holiday.

Escalation contact:

Home Health  
Primary: Maria Garron  
phone number: **954-394-3545**

DME  
Primary: Nicole Huie  
phone number: **754-215-8102**

Home IV Infusion  
Primary: Kevin Samas  
phone number: **844-215-4264, ext. 7489.**

#### **Transportation – ModivCare\***

Support provided: non-emergency transportation for regions 1 through 9.

Phone number: **866-372-9794**  
(reservations)

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 5 p.m.

Contact after hours or weekends: **866-372-9794**  
(Reservations)

Special instructions for after hours or weekends: None

Escalation contact:

Primary: David Downs  
phone number: **954-415-5444**

Secondary: Henry Altimirano  
phone number: **954-857-4879**

#### **Transportation – MCT\***

Support provided: non-emergency transportation for regions 10 and 11.

Phone number: **844-628-0388**

Hours of operation during non-holidays: 24/7

Contact after hours or weekends: **844-628-0388**

Special instructions for after

hours or weekends: N/A

Escalation contact:

Primary: Alex Batista  
phone number: **786-865-6556**

Secondary: Bob Beers  
phone number: **305-308-8110**

#### **Utilization management**

Support provided:  
Authorizations related to outpatient services, including home health, IV infusion, DME, pain management, diagnostic testing, and complex therapies.

Phone number: **844-405-4296**

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 6 p.m.

Contact after hours or weekends: **844-405-4296, ext. 106-121-3001** for OP, and **ext. 106-103-5158** for DME/home health.

Special instructions for after hours or weekends: Leave a voice message and we will return your call within 24 hours.

#### **Community resources:**

<https://www.simplyhealthcareplans.com/florida-medicaid/get-help/community-resources.html>

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP, please contact **844-405-4296**.

#### **Simply provider directory:**

<https://www.simplyhealthcareplans.com/florida-medicaid/care/find-a-doctor.html>

**Simply Provider Manual:**

[https://provider.simplyhealthcareplans.com/docs/gpp/FLFL\\_SMH\\_FHKProviderManual.pdf?v=202102231922](https://provider.simplyhealthcareplans.com/docs/gpp/FLFL_SMH_FHKProviderManual.pdf?v=202102231922)

**Simply provider education:**

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

\* Beacon Health Options is an independent company providing behavioral health services on behalf of Simply Healthcare Plans, Inc. AIM Specialty Health, Inc. is an independent company providing some utilization review services on behalf of Simply Healthcare Plans, Inc. iCare Health Solutions is an independent company providing vision care services on behalf of Simply Healthcare Plans, Inc. MotivCare is an independent company providing transportation services on behalf of Simply Healthcare Plans, Inc. MTM is an independent company providing nonemergency transportation services on behalf of Simply Healthcare Plans, Inc. Health Network One, Inc. is an independent company providing administrative services on behalf of Simply Healthcare Plans, Inc. 20/20 Hearing Care Network is an independent company providing hearing care services on behalf of Simply Healthcare Plans, Inc. Integrated Home Care Services, Inc. is an independent company providing in-home care services on behalf of Simply Healthcare Plans, Inc.