

Adult Family Care Home Long-Term Care Quick Reference Guide





The Quick Billing Reference Guide is your go-to resource for efficient billing practices. It provides clear instructions, essential tips, and best practices to streamline your billing operations and help you achieve faster and more accurate claims payment processing.

Important contact information

Provider Services — Long-Term Care (LTC): **877-440-3738**

Request type	Contact	Hours of operation
Initial assisted living facility (ALF) authorization requests	FLLTCInquiry@anthem.com	Monday to Friday from 8 a.m. to 5 p.m. ET
Renewals/existing authorization inquiries	floridahcbsauthorization@anthem.com	Monday to Friday from 8 a.m. to 5 p.m. ET
Case management inquiries	FLLTCInquiry@anthem.com	Monday to Friday from 8 a.m. to 5 p.m. ET
Provider relations inquiries	ltcprovrelations@simplyhealthcareplans.com	Monday to Friday from 8 a.m. to 5 p.m. ET

Eligibility

Confirm that the member is eligible for long-term care (LTC) Medicaid benefits. Verification of member eligibility is the provider's responsibility and is confirmed by:

- Going to <https://www.Availity.com> and checking on the Simply Healthcare Payer Space in Care Central.
- Calling Member Services — LTC for Simply at **877-440-3738**, option *member*.
- Verifying on the facility's Florida Medicaid secure web portal (DCF Provider View).

Authorization

Authorization is required for all LTC services:

- If initial authorization has not been received, email case management at FLLTCInquiry@anthem.com.
- If renewal authorization has not been received, email utilization management at floridahcbsauthorization@anthem.com.
- Existing authorizations can be viewed via Availity Essentials and Simply Payer Space.

Claims submission and appeals

Claims can be submitted either electronically (EDI) or via faxed billing rosters. For efficient claim processing, submitting claims through EDI is the preferred method. Clean claims should be filed for the same month and year on each billing submission.

Instructions for electronic and roster billing methods:

- Electronic:
 - File claims via EDI at <https://www.Availity.com> > **Simply Healthcare Payer Space** > **Care Central** or by any other EDI platform.
 - Availity is available at no cost, and training is available at <https://provider.simplyhealthcareplans.com/florida-provider/learn-about-availability>. The LTC Provider Relations team also offers training.
 - Corrected claims must be submitted by using the same method the claim was originally filed.
 - If the original claim was submitted via EDI (under claim professional > claims information section):
 - The corrected claim must be entered as a *7- Replacement of Prior Claim*.
 - If billed in error, and the claim needs to be voided, enter as *8-Void/Cancel of Prior Claim*.
 - The corrected or voided claim must include the original claim number
 - Appeals can be submitted via <https://www.Availity.com>.





Provider billing guidance

Service description	Frequency	Procedure code(s)	Modifier	Rate description	Unit
Assistive Care Services	Daily (date range)	T1020	N/A	Per diem rate	Number of days

<https://provider.simplyhealthcareplans.com>

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