



Clear Health Alliance plan overview

May 2026



Florida | Simply Healthcare Plans, Inc. | Statewide Medicaid Managed Care (SMMC)
Florida | Clear Health Alliance | Statewide Medicaid Managed Care (SMMC)

Agenda

- Clear Health Alliance (CHA): Who we are
- Value that CHA brings
- CHA collaboration with care providers
- Red Ribbon
- Member diagnosis and history for eligibility
- How to refer to CHA
- Protecting member privacy
- CHA website
- Sydney Health mobile app
- Questions and answers



Who we are

- Since 2012, Clear Health Alliance (CHA) has been helping Medicaid Managed Care members living with HIV get access to the care and services that will help them the most.
- CHA is a Florida-based health plan offered by Simply Healthcare Plans, a statewide program with a high-touch model and an interdisciplinary care team approach.
- Our diverse case and disease management teams with extensive professional experience with HIV/AIDS services (Ryan White, substance use, mental health, nursing, and social work) are multi-ethnic, multi-lingual, and culturally sensitive to the needs of members.
- We offer in-network HIV specialists, including infectious disease care providers.
- Red Ribbon Providers: Any credentialed provider who is an AAHIVM HIV specialist by the American Academy of HIV Medicine (aahivm.org).
- We collaborate with local HIV/AIDS service agencies that support the mission to serve persons with HIV and organize community events to educate individuals throughout the state.

The value of CHA

Key features:

- All standard managed medical assistance (MMA) services.
- All members are assigned to a CHA associate.
- Offers additional expanded benefits and have enhanced care provider network standards.
- Additional reportable performance measures (linkage to HIV medical care, housing status, STI screening — chlamydia/syphilis, Hep C screening).



The value of CHA (cont.)

Key features:

- Enhanced Provider Network – PCP Regional Provider Ratio 1:750; Infectious Disease 1:6,250.
- Red Ribbon Providers are PCPs trained by the American Academy of HIV Medicine (AAHIVM) and/or AIDS Education and Training Center (AETC) for continuing medical education (CMEs) and prioritized for member assignment.
- Infectious disease care providers are specialists who can be assigned as a member's Primary Care Physician (PCP).
- Key care providers include FQHCs, county health departments, rural health centers, and care providers from key Academic Institutions, including the University of Miami and the University of South Florida.

CHA collaboration with care providers

- Care providers can partner with our diverse, HIV-experienced case/disease management team (Ryan White, mental health, substance use, nursing, social work).
- CHA has a team of member outreach and engagement specialists to locate and engage members in care.
- We can assist with scheduling medical appointments and transportation.
- Our team conducts outreach to noncompliant members with preventive care opportunities.
- Interdisciplinary care teams review complex and high-utilizer members.
- Care providers have access to a locally based Provider Relations support team member committed to their success.



Red Ribbon

Key points:

- Red Ribbon Providers are HIV-experienced care providers (including infectious disease) with the option to apply for enrollment as PCPs for HIV/AIDS plan members.
- These care providers receive training in longitudinal management of HIV.
- Training can be completed through the American Academy of HIV Medicine (AAHIVM) and followed by an attestation to CHA.



Member diagnosis and history for eligibility

- Member identification comes primarily from predictive modeling.
- A specialty plan is a managed care plan designed for Medicaid members who meet eligibility criteria based on age, medical condition, or diagnosis.
- Even if a member qualifies for a specialty plan, they may still choose to enroll in a standard MMA plan.
- CHA is the largest Florida HIV/AIDS specialty plan supporting coordinated care, case/disease management, and care provider support.



How to refer to CHA

If the patient is *not* enrolled in CHA (plan selection/enrollment):

- Direct the member to enroll in CHA through Florida Medicaid Managed Care (Choice Counseling):
 - Members can choose a plan when they apply for Medicaid or can choose to enroll in a specialty plan at any time.
 - Members would need to select Simply with HIV Specialty Plan – CHA.
- Choice counseling line: **877-711-3662**

Provider Resources

Contacting the plan:

- For immediate case manager assistance, care providers should email: DL-CHAManagement@simplyhealthcareplans.com.
- CHA provider website: <https://provider.clearhealthalliance.com/florida-provider/home>
- Care provider questions: **844-405-4296**
- Member questions: **844-406-2398**

Protecting member privacy

Member privacy is a priority at CHA.

Member materials, including the member ID card, feature a discreet logo.



This version can only be used for corporate purposes or marketing communications that will not be directly delivered to or handled by members.



The acronym logo should be used on everything that goes to members. We always want to be discrete when communicating with our members to protect their privacy.

CHA websites

Florida Medicaid | Florida Clear Health Alliance

CLEAR
HEALTH ALLIANCE
Offered by **Simply** healthcare

A specialized Medicaid plan that supports better health for people living with HIV/AIDS

BENEFITS ▾ APPLY ▾ CARE ▾ GET HELP ▾

A A A LOGIN ESPAÑOL PROVIDERS

Login Find a Doctor Get your ID card Change your PCP Send us a message How to Enroll

Clear Health Alliance Providers

CLEAR
HEALTH ALLIANCE
Offered by **Simply** healthcare

Providers

RESOURCES ▾ CLAIMS ▾ PATIENT CARE ▾ ELIGIBILITY & PHARMACY ▾ COMMUNICATIONS ▾ OUR NETWORK ▾ A A A | LOGIN

Welcome, providers!
Resources that help health care professionals do what they do best – care for our members.

At Clear Health Alliance (CHA), we value you as a provider in our network. That's why we've redesigned the provider site to make it more useful for you and easier to use.

[Join our Network](#)

Launch Availability Precertification Claims & Disputes Forms Education & Training

To determine if pharmacy benefits are payable by Clear Health Alliance, please confirm the requested services are a covered benefit. Questions about members' pharmacy benefits can be answered by calling our Pharmacy Department at **877-577-9044** between 8 a.m. to 8 p.m. Eastern time, Monday through Friday.

Please refer to the [Preferred Drug List \(PDL\)](#) when prescribing for our members. This guide does not contain a complete list of drugs; rather, it lists the preferred drugs within the most commonly prescribed therapeutic categories.

Though most medications on the PDL are covered without precertification, a few agents will require you to contact our Pharmacy Department for authorization.

Ensure our members are equipped to renew their Medicaid Benefits

Sydney Health mobile app

Members can use the Sydney Health app to:

- Access their benefits, claims, and ID card.
- Find care providers.
- Manage prescriptions.
- Ask questions using the live chat.



[Download the Sydney Health mobile app](#)



Questions?



Thank you



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

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Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.

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