



# Medicaid Reference Guide



## Vendor information

Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) provides services for members enrolled in Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) and Statewide Medicaid Managed Care Long-Term Care (SMMC LTC). Simply and CHA collaborate with vendors who provide services for our members. Contact information for these vendors is below.

Service	Vendor	Contact information
Behavioral health services	Carelon Behavioral Health, Inc.*	844-375-7215 (Simply and SMMC LTC) 844-280-9633 (CHA)
Chiropractic/acupuncture services	American Specialty Health Group, Inc.®*	800-972-4226
Dermatology	Dermatology Network Solutions (DNS)*	844-222-3535
Hearing services	20/20 Hearing Care Network, Inc.*	844-575-4327
Home health, home infusion, and DME	Integrated Home Care Services, Inc. (IHCS)*	844-215-4264
Laboratory services	LabCorp*	800-877-5227
Pharmacy benefit manager	CarelonRx, Inc.*	833-235-2030
Podiatry	Podiatry Network Solutions (PNS)*	844-222-3939
PT/OT/ST therapy services	Health Network One, Inc. (HN1)	888-550-8800
Radiology authorizations	Carelon Medical Benefits Management, Inc.*	800-252-2021
Vision services	iCare*	855-373-7627

## Claims submissions

Paper claims	Electronic claims	
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010	Availity Essentials* electronic data interchange (EDI)* Payer ID	Simply: SPLY
		CHA: CLEAR

### Availity Essentials:

- Direct data entry claim submission
- Claim status
- Member eligibility
- Electronic claim submission
- Reports
- Electronic prior authorization requests and checking for authorization rules
- Claims dispute

Visit <https://availity.com>.

## Claims dispute process

Verbal dispute	Written dispute
844-405-4296	Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599

Visit our websites for more information:

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

To check authorization requirements, visit <https://provider.simplyhealthcareplans.com> or <https://provider.clearhealthalliance.com> > Resources > Precertification Lookup Tool.

## Authorizations

<b>Online</b>	Interactive Care Reviewer: <a href="https://availity.com">https://availity.com</a>
<b>Phone</b>	844-405-4296
<b>Fax</b>	800-964-3627

**Note:** All expedited service authorization requests must be submitted via the Availity Essentials.

The following data is required for complete notification/precertification:

- Member ID
- Legible name of referring provider
- Legible name of individual referred to provider
- National provider identifier and/or tax ID number
- Number of visits/services
- Date(s) of service
- Diagnosis
- CPT®/HCPCS codes



## Provider Services

Phone: 844-405-4296

Provider manager information:

<b>Name</b>	
<b>Phone</b>	
<b>Email</b>	

Member advocate information:

<b>Name</b>	
<b>Phone</b>	
<b>Email</b>	

Health promotions representative information:

<b>Name</b>	
<b>Phone</b>	
<b>Email</b>	



## Member transportation

<b>Servicing regions</b>	1 to 9	10 and 11
<b>Contact</b>	<b>866-372-9794</b>	<b>844-628-0388</b>

## Member Services and 24/7 NurseLine

<b>SMMC MMA</b>	<b>844-406-2396</b>
<b>SMMC LTC</b>	<b>877-440-3738</b>
<b>CHA</b>	<b>844-406-2398</b>

## Electronic funds transfer (EFT) enrollment

Electronic claims payment through EFT is a secure and fast way to receive payment, reducing administrative processes. EFT deposits are assigned a trace number that is matched to the 835 electronic remittance advice (ERA) for simple payment reconciliation.

Effective since November 1, 2021, use EnrollSafe ([enrollsafe.payeehub.org](https://enrollsafe.payeehub.org)) to register and manage EFT account changes.

## Electronic remittance advice (ERA) enrollment

The 835 eliminates the need for paper remittance reconciliation.

Use Availity Essentials to register and manage ERA account changes with these three easy steps:

1. Log in to Availity Essentials ([availity.com](https://www.availity.com)).
2. Select **My Providers**.
3. Select **Enrollment Center** and select **Transaction Enrollment**.

**Note:** If you use a clearinghouse or vendor, please work with them on ERA registration and receiving your ERAs.

<b>Availity Essentials</b>	<b>800-282-4548</b>
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## Key community contacts

<b>Vaccines for Children (for SMMC MMA only)</b>	<b>877-888-7468</b>
<b>Immunization Registry (SHOTS)</b>	<b>877-888-SHOT (877-888-7468)</b>
<b>Women, Infants, and Children and Nutritional Service</b>	<b>800-342-3556</b>
<b>Florida Quitline (smoking cessation)</b>	<b>877-U-CAN-NOW (877-822-6669)</b>
<b>Mental Health Toolkit</b>	<b><a href="https://simplyhealthyminds.com">https://simplyhealthyminds.com</a></b>

\* CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. Podiatry Network Solutions is an independent company providing podiatry services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. Carelon Medical Benefits Management, Inc. is an independent company providing utilization review services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. American Specialty Health Group, Inc. is an independent company providing chiropractic management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. Health Network One, Inc. is an independent company providing therapy management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. Dermatology Network Solutions is an independent company providing dermatology and therapy management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. 20/20 Hearing Care Network, Inc. is an independent company providing hearing benefit management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. LabCorp is an independent company providing laboratory services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. iCare is an independent company providing vision services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. Integrated Home Care Services, Inc. is an independent company providing home health, home infusion and durable medical equipment on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance. Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

**<https://provider.simplyhealthcareplans.com> • <https://provider.clearhealthalliance.com>**

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.