



# Medicare Advantage Reference Guide



## Key contacts

Provider Services	844-405-4297
Member Services and 24/7 Nurse Line	877-577-0115



## Vendors

Service	Vendor	Phone
Hearing services	TruHearing	866-581-9462
Behavioral health	Carelon Behavioral Health, Inc.	877-698-7787
Acupuncture and chiropractic services	American Specialty Health	800-972-4226
Dental	Liberty Dental	888-352-7924
Pharmacy help desk	CarelonRx, Inc.	833-235-2030
Routine vision and ophthalmology	iCare	855-373-7627
Home delivered meals post facility discharge	Nations Meals	833-891-9968
Physical /occupational /speech therapies (PT/OT/ST)	Health Network One	888-550-8800
Home health care, DME, and home IV infusion	Integrated Home Care	844-215-4264
Laboratory services	LabCorp	800-877-5227
Cardiology (Miami-Dade, Broward, and Palm Beach counties only)	Evolent	888-999-7713
Hematology/oncology (Miami Dade, Broward, Hillsborough, Pinellas, and Palm Beach counties only)	The Oncology Institute	844-218-8661
Dermatology	Dermatology Network Solutions	844-222-3535
Podiatry	Podiatry Network Solutions	844-222-3939

## Community contacts

Elderly abuse hotline	800-96-ABUSE (800-962-2873)
Elder affairs	800-96-ELDER (800-963-5337)

## Preapprovals

Online	Availity Essentials: <a href="https://Availity.com">https://Availity.com</a> > Patient Registration
Phone	844-405-4297
Fax	866-811-0143

The following data is required for complete preapproval:

- 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

### Availity Essentials (<https://Availity.com>)

- Claim submission
- Claim status
- Member eligibility
- Electronic data interchange (EDI)
- Reports
- Electronic preapproval requests

## Claims submissions

<b>Electronic claims</b>
Availity Essentials: <a href="https://Availity.com">https://Availity.com</a> Availity payer ID: SPLY
<b>Electronic claims</b>
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010

## Claims dispute process

<b>Verbal dispute</b>
844-405-4297
<b>Written dispute</b>
Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599

### EFT enrollment

Electronic claims payment through electronic funds transfer (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.

Visit <https://provider.simplyhealthcareplans.com/florida-provider/electronic-data-interchange> to register and manage EFT account changes..

### ERA enrollment

Go to <https://Availity.com> and select **Enrollments Center** in the *My Account Dashboard*. Select **ERA Enrollment** in the *Multi Payer Enrollments* section. You will then be prompted to submit. After submitting, you will be notified by email that enrollment is complete and will start receiving 835s through Availity Essentials. You may also call Availity Essentials at **800-282-4548** if you have questions.

Availity Essentials	800-282-4548
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## Member transportation

To schedule transportation for a Simply member residing in any of our Medicare HMO or Medicare PPO coverage areas, contact **833-628-0388**.

## Provider Service information

Name	
Phone	
Email	

## Member advocate information

Name	
Phone	
Email	

## Health promotions representative information

Name	
Phone	
Email	

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan. CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com>

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.