



Hospital Discharge Planning Resource Guide

Florida | Simply Healthcare Plans, Inc. (Simply) | Statewide Medicaid Managed Care (SMMC) • Florida Healthy Kids (FHK)
Florida | Clear Health Alliance (CHA) | Statewide Medicaid Managed Care (SMMC)

This reference guide provides a list of Simply Healthcare Plans, Inc. departments and vendors that may assist with coordinating and authorizing services a member may need as part of their discharge plan. Simply and CHA have also provided names of team members who may assist with issues that have not been resolved and need to be escalated.

Simply and CHA provide services in all regions and services for specialty plans and long-term care. For more information, call **844-405-4296** or check the <https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>.

Utilization management:

- Home health (HH) and DME fax: **844-528-3687**
- Outpatient UM Services fax: **866-495-1981**
- Discharge Planning fax: **844-410-6889**

The discharge planning team facilitates home health, DME, and home infusion services when patients are being discharged home from an acute IP facility. Please note that we do not coordinate skilled nursing facility (SNF) placements.

Note: Please process SNF, long-term acute care (LTAC), and acute inpatient rehabilitation (AIR) requests through the inpatient UM team and fax them to **866-495-1986**. Be sure to include clinical information, therapy evaluations, prior level of function, and the preadmission screening and resident review (SNF only).

Contracted services: IHCS is the delegated vendor to fulfill HH staffing, DME, and home infusion needs.

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

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

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

Special instructions for after-hours or weekends: After-hours calls will be forwarded to the answering service, which will contact the IHCS staff on call.

Escalation contacts:

- Home health:
 - Dominique Montes, **844-215-4264 ext. 7451**

- **DME:**
 - All DME: Viteri Hernandez, 844-215-4264 ext. 7340
 - Power-operated vehicle/custom items: Licette Salazar, 844-215-4264 ext. 7526
 - Enteral/ostomy: Damarys Navarro, 844-215-4264 ext. 7338
 - Respiratory: Ivery Brown, 844-215-4264 ext. 7313
- **Pharmacy/home infusion:**
 - Kevin Simas, 844-215-4264 ext. 7489
 - Katrina Phillips, 844-215-4264 ext. 7616

Outpatient

Subcontracted Utilization Management Services

Dermatology — Dermatology Network Solutions (DNS)

Support provided: dermatology provider network

Phone number: 844-222-3535

Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 5 p.m.

Contact after-hours or weekends: See escalation contact details below.

Special instructions for after-hours or weekends: Contact Daniela Cardoso. If she is unavailable, Nancy Kanaplue will attend to the matter.

Escalation contacts:

- **Primary:** Daniela Cardoso, 786-606-3945
- **Secondary:** Nancy Kanaplue, 305-790-4905

Therapies — Health Network One, Inc. (HN1)

Support provided: physical therapy, occupational therapy, and speech therapy provider network and services

Phone number: 888-550-8800

Hours of operation (excluding holidays): Monday through Friday, 8:30 a.m. to 5 p.m.

Contact after-hours or weekends: 888-550-8800

Special instructions for after-hours or weekends: Follow the HN1 message instructions to connect to the on-call UM supervisor.

Escalation contacts:

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

Hours of operation (excluding holidays): Monday through Friday, 8:30 a.m. to 5 p.m.

- Email: Terri Epp, EppT@healthsystemone.com

Vision — iCare

Support provided: Care providers can call the help line to connect to the UM department. UM personnel can speak with care providers and assist with authorization requests for elective surgeries and procedures.

Contact information:

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

Hours of operation (excluding holidays): Monday through Friday, 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: Care providers contractually agree to provide emergent medically necessary care to members after-hours or on weekends and do not have to call the UM department to obtain authorization. Suppose a member or care provider experiences an emergency after-hours or on weekends. In that case, the member should be directed to call 911, and the care provider should be reminded to treat the member and notify iCare on the next business day.

Escalation contacts:

- Primary: Marcelo Guerra, 855-373-7627 ext. 287; mguerra@myicarehealth.com
- Secondary: Support Services Call Center 855-418-1627

Radiology — Carelon Medical Benefits Management, Inc.

Support provided: UM for radiology

Phone number: 877-202-5276

Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 8 p.m.

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

Special instructions for after-hours or weekends: Call the 24-hour nurse line at 844-406-2396 (TTY 711) and say “24 NurseLine” when prompted about the reason for your call. The ordering physician can enter cases 24/7 via the [Carelon Medical Benefits Management website](#).

Escalation contacts:

- Primary: Nancy Gifford, 224-301-5535; nancy.gifford@carelon.com
- Secondary: Ann Kozak, service.mbm@carelon.com

Special instructions: The ordering physician can enter cases via the website 24/7.

Transportation

Support provided: Ride2MD is our statewide transportation provider for the community, offering hospital-to-hospital transfers and assistance with hospital discharges.

If your patient needs transportation to medical appointments, you can schedule a ride from 8 a.m. to 5 p.m. Monday through Friday at no cost to the member. At least three business days before the appointment, call:

- Managed Medical Assistance (MMA) and Simply and CHA (CHA): **844-628-0388**
- Long-term care: **844-671-6662** (Broward, Miami-Dade, and Monroe counties)
- Long-term care: All other counties: **877-931-4753**
- FHK: Children are eligible for up to 50 round-trip rides per year for scheduled non-urgent medical, dental, and specialist visits, including 1-2 companions. For scheduling, contact Member Services at **844-405-4298**.

Case management

Support provided: Post-discharge management is available for members who accept case management services, ensuring their needs are addressed. This involves monitoring post-discharge plans and connecting them to community resources or other support systems once they return home. If members' case management needs are identified during an inpatient stay, please email a case management referral. A case manager will follow up with the member after they are discharged. Please get in touch with the on-call utilization representative for authorization of outpatient or inpatient utilization services, such as SNF, home healthcare agencies, or DME.

Phone number: 813-538-3235

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

Contact after-hours or weekends: Nurse advice line **866-800-8789**

Special instructions for after-hours or weekends: If a member calls the nurse advice line and an urgent need is identified for after-hours/holiday callback, the nurse advice line will transfer the caller to the urgent after-hours mailbox.

If immediate assistance is needed, the nurse advice line will contact the on-call case manager leader via the on-call cellphone:

- **Primary on-call line:** 786-626-1963
- **Backup line:** 813-293-0835

Escalation contact:

- **Primary:** Yamilet Tellez, **786-457-8747**

Support provided: Behavioral health case management

Phone number: 800-221-5487

Hours of operation during non-holidays: 24 hours

Contact after-hours or weekends: 800-221-5487

Special instructions for after-hours or weekends: 800-221-5487

Escalation contact:

- **Primary:** Michelle O'Connell, 781-572-0593
- **Secondary:** Susan Bramer, 813-304-7716

Case management for LTC

Support provided: Assistance with appointments post-discharge, linking member to community services, education on condition, coordination with treating care providers, and support with filling medication post-discharge.

Phone number: 877-440-3738

Hours of operation during non-holidays: Monday to Friday from 8:30 a.m. to 5:00 p.m.

Contact after-hours or weekends: 877-440-3738

Special instructions for after-hours or weekends: Discharge planning should include the long-term care case manager upon hospital admission, so they can be made aware of upcoming discharge and coordinate services before hospital discharge.

Escalation contact:

- **Central/North Florida:** Joanne Traeye, 813-255-4553; joanne.traeye@anthem.com
- **South Florida:** Paula Matos, 786-385-4710; paula.matos@amerigroup.com

To ensure optimal continuity of care, it is essential and encouraged that the patient be connected with a primary care provider (PCP) upon discharge. For guidance regarding accessing and validating a patient's PCP, please call **844-405-4296**.

For more information:

Provider Directory:

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

Provider Manual:

https://provider.simplyhealthcareplans.com/docs/FLFL_SMH_FHKProviderManual.pdf

Provider education:

<https://provider.simplyhealthcareplans.com/florida-provider/training-resources>