

## Simply Healthcare Plans, Inc. *Resource Guide*

This reference guide provides a list of the departments at Simply Healthcare Plans, Inc. (Simply) that may be helpful in assisting with coordination and authorization of services that a member may need. Simply has also provided names of their team who may assist with any issues that have not been resolved in a timely manner and need to be escalated. Simply provides services in regions 1, 2, 5, 6, 7, 10, and 11, and also provides services for LTC. For more information, contact Simply at **844-405-4296** or check their website at <https://provider.simplyhealthcareplans.com>.

### **Behavioral health – case management (Beacon Health Options\* (Beacon))**

Support provided: assisting with appointments post discharge, linking members to community services, education on condition, coordination with treating providers, participating in the DCF planning process outlined in s. 394.75, F.S., and the provision of enhanced care coordination and management for high-risk populations.

**Phone number: 844-406-2396 (TTY 711)**

**Hours of operation during non-holidays:** Monday through Friday from 8 a.m. to 7 p.m.

**Contact after hours or weekends: 844-375-7215**

**Special instructions for after hours or weekends:** Press 1 for English or 2 for Spanish, press 9 for emergency, will then be transferred to a clinician.

### Escalation contact

**Primary:** Behavioral Health Management team

Email: [dl-BHManagerTeam@anthem.com](mailto:dl-BHManagerTeam@anthem.com)

- To connect with local mental health and substance use services, visit: Florida Behavioral Health Impact's [Mental Health Resource Directory](#)

### **Behavioral health – utilization management – Beacon**

Support provided: authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory, and behavioral health case management.

**Phone number: 844-375-7215**

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

**Contact after hours or weekends: 844-375-7215**

### Escalation contact

\* Beacon Health Options is an independent company providing behavioral health services on behalf of Simply Healthcare Plans, Inc. AIM Specialty Health, Inc. is an independent company providing some utilization review services on behalf of Simply Healthcare Plans, Inc. iCare Health Solutions is an independent company providing vision care services on behalf of Simply Healthcare Plans, Inc. ModivCare is an independent company providing transportation services on behalf of Simply Healthcare Plans, Inc. Health Network One, Inc. is an independent company providing administrative services on behalf of Simply Healthcare Plans, Inc. 20/20 Hearing Care Network is an independent company providing hearing care services on behalf of Simply Healthcare Plans, Inc. Integrated Home Care Services, Inc. is an independent company providing in-home care services on behalf of Simply Healthcare Plans, Inc. MTC is an independent company providing non-emergency transportation services on behalf of Simply Healthcare Plans, Inc. Provider Network Solutions is an independent company providing podiatry services on behalf of Simply Healthcare Plans, Inc. Dermatology Network Solutions is an independent company providing dermatology services on behalf of Simply Healthcare Plans, Inc.

<https://provider.simplyhealthcareplans.com>

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

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Revised July 2022

**Primary, including for Opioid Use Disorder (OUD)/ Substance Use Disorder (SUD):**

Ellen Livingston

phone number: **786-376-4690**

**Secondary:**

Patrick Glynn

phone number: **305-722-3078**

To connect with local mental health and substance use services, visit:

- Florida Behavioral Health Impact's [Mental Health Resource Directory](#)

**Case management**

Support provided: regular assistance with appointments coordination (providers, transportation, DME), complex care management, assistance with service coordination for EIS, postdischarge and ER, referral, and linkage with community resources (assistance with appointments postdischarge, linking member to community services, education on condition, and coordination with treating providers).

**Phone number:** Provider Services **844-405-4296**, enter NPI, press #4

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

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

**Special instructions for after hours or weekends:** There are two options available, the Nurse Advice Line or the Case Management Department voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after hours CM representative. If not urgent, member can use the Case Management Department option, leaving a voicemail with first and last name, date of birth, a contact number, and a brief description of the assistance needed. Call will be returned as soon as possible or within 12 hours.

Escalation contact:

**Primary:** on-duty case management representative

Phone number: **786-626-1963**

**Secondary:** On-duty case management representative

Phone number: **813-293-0835**

**Perinatal care support**

Support provided: regular assistance with appointment coordination (providers, transportation), assistance with services coordination after inpatient or ER related events, referral and linkage with community resources, and referral to BH services

**Phone number:** Provider Services **844-405-4296**, enter NPI, press #4

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

**Contact after hours or weekends:** **844-406-2396** say "24 Nurseline" when prompted about the reason for your call.

**Special instructions for after hours or weekends:** There are two options available, the Nurse Advice Line or the Case Management Department voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after hours CM representative. If not urgent, member can use the Case Management Department option leaving a voicemail with first and last name, date of birth, a contact number, and a brief description of the assistance needed. Call will be returned as soon as possible or within 12 hours.

Escalation contact:

**Primary:** Pedro Cachon, MGRI Case Management

Phone Number: **786-306-6715**

**Secondary:** On-duty case management representative

Phone Number: **813-293-0835**

### Pharmacy

Support provided: authorizations related to retail drugs, specialty drugs, and information on what drugs require a PA.

**Phone number: 877-577-9044**

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

**Contact after hours or weekends: 833-235-2030**

**Special instructions for after hours or weekends:** The PBM call center is available 24/7 and can assist providers with a 72-hour emergency supply of medication as necessary based on applicable contract requirements

### Escalation contact

**Primary:** Conrad Roux

Phone number: **786-559-0024**

**Secondary:** Oscar Chacon

Phone number: **786-509-0623**

### Subcontracted utilization management services

### Dermatology – Dermatology Network Solutions\* (DNS)

Support provided

Dermatology Provider Network

**Phone number: 844-222-3535**

**Hours of operation during non-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:** Reach out via email and/or cell phone to Daniela Cardoso. If unavailable, Nancy Kanaplue will handle needs.

### Escalation contact:

**Primary:** Daniela Cardoso

Phone number: 786-606-3945// Email: daniela@pns-mgmt.com

**Secondary:** Nancy Kanaplue

Phone number: 305-790-4905 // Email: nancy@pns-mgmt.com

### Hearing - 20/20 Hearing Care Network\*

Support provided: hearing services

**Phone number: 877-583-2842**

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

**Contact after hours or weekends: 561-638-5790**

**Special instructions for after hours or weekends:** N/A

### Escalation contact

**Primary:** Dr. Elliott Solomon

Phone number: **561-638-5790**

**Secondary:** Dr. Robert Coppola  
Phone number: **954-695-7479**

**Home Health/Durable Medical Equipment – Integrated Home Care Services, Inc. (IHCS)\***

Support provided: home health, durable medical equipment (DME), home IV infusion

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

**Hours of operation during non-holidays:** Monday through Friday from 8:30 a.m. to 7 p.m., and Saturdays 8:30 a.m. to 5:30 p.m.

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

**Special instructions for after hours or weekends:** After hours answering service is available 7-days a week. Monday through Friday from 7 p.m. to 8:30 a.m., and on weekends, Saturday from 5:30 p.m. to 8 a.m. Monday morning, and every holiday.

Escalation contact

Home Health

**Primary:** Maria Garron

Phone number: **954-394-3545**

DME

**Primary:** Nicole Huie

Phone number: **754-215-8102**

Home IV Infusion

**Primary:** Kevin Samas

Phone number: **844-215-4264, ext. 7489.**

**Podiatry – Provider Network Solutions\* (PNS)**

Support provided: podiatry provider network

**Phone number:** **844-222-3939**

**Hours of operation during non-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:** Reach out via email and/or cell phone to Daniela Cardoso. If unavailable, Nancy Kanaplue will handle needs.

Escalation contact:

**Primary:** Daniela Cardoso

Phone number: **786-606-3945**// Email: [daniela@pns-mgmt.com](mailto:daniela@pns-mgmt.com)

**Secondary:** Nancy Kanaplue

Phone number: **305-790-4905** // Email: [nancy@pns-mgmt.com](mailto:nancy@pns-mgmt.com)

**Radiology - AIM Specialty Health®**

Support provided: utilization management for radiology

**Phone number:** **800-714-0040**

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

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

**Special instructions for after hours or weekends:** Contact 24-hour nurse line via Simply Member Services **844-406-2396** (TTY 711) say “24 Nurseline” when prompted about the reason for your call. The ordering physician can enter cases 24/7 via the AIM provider portal, [www.providerportal.com](http://www.providerportal.com)

Escalation contact

**Primary:** Mariam Jafri

Phone number: **224-284-1645**

**Secondary:** Nancy Armatas

Phone number: **224-278-4630**

Special Instructions: Ordering physician can enter cases via portal 24/7

**Therapies - Health Network One, Inc.\* (HN1)**

Support provided: PT/OT/ST provider network and services

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

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

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

**Special instructions for after hours or weekends:** Contact 24-hour Nurse Line via Simply Member Services **844-406-2396** (TTY **711**), say "24 Nurseline" when prompted about the reason for your call.

Escalation contact

Primary phone number:

**888-550-8800**; Monday through Friday 8:30 a.m. to 5 p.m.

**Transportation – MCT\***

Support provided: non-emergency transportation for regions 10 and 11.

**Phone number: 844-628-0388**

**Hours of operation during non-holidays:** 24/7

**Contact after hours or weekends: 844-628-0388**

Escalation contact

**Primary:** Alex Batista

phone number: **786-865-6556**

**Secondary:** Bob Beers

phone number: **305-308-8110**

**Transportation – Ride2MD\***

Support provided: non-emergency transportation for regions 1 through 9.

**Phone number: 866-372-9794** (reservations)

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

**Contact after hours or weekends: 866-372-9794** (Reservations)

Escalation contact

**Primary:** Alex Batista

Phone number: **786-865-6556**

**Secondary:** Bob Beers

Phone number: **305-308-8110**

**Vision- iCare\***

Support provided: Providers are able to call the toll-free provider help line to connect to the UM department. UM personnel are available to speak with providers and assist with authorization requests for elective surgeries and procedures.

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

**Hours of operation during non-holidays:** Monday through Friday from 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:** Providers contractually agree to provide emergent medically necessary care to members after-hours or on weekends, and the providers do not have to call UM to obtain authorization. If a member or provider experiences an emergency during after-hours or on the weekends, the member should be directed to call **9-1-1** and the provider should be reminded to treat the member and notify iCare on the next business day.

Escalation contact: See above

### Utilization management

Support provided: authorizations related to outpatient services, including home health, IV infusion, DME, pain management, diagnostic testing, and complex therapies.

**Phone number: 844-405-4296**

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

**Contact after hours or weekends: 844-405-4296**, ext. **106-121-3001** for OP, and ext. **106-103-5158** for DME/home health.

**Special instructions for after hours or weekends:** Leave a voice message and we will return your call within 24 hours.

### Community resources:

<https://www.simplyhealthcareplans.com/florida-medicaid/get-help/community-resources.html>

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP, please contact **844-405-4296**.

### Simply provider directory:

<https://www.simplyhealthcareplans.com/florida-medicaid/care/find-a-doctor.html>

### Simply Provider Manual:

[https://provider.simplyhealthcareplans.com/docs/gpp/FLFL\\_SMH\\_FHKProviderManual.pdf?v=202102231922](https://provider.simplyhealthcareplans.com/docs/gpp/FLFL_SMH_FHKProviderManual.pdf?v=202102231922)

### Simply provider education:

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



Email is the quickest and most direct way to receive important information from Simply Healthcare Plans, Inc.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3Cm6b8s>).

