



Resource guide

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

This guide lists the departments at Simply that may be helpful in assisting with coordination and approval of services for members. We have also provided names and teams who may assist with any issues that need to be escalated. We provide services in regions A, B, C, D, E, F, G, H, and I; we also provide services for long-term care (LTC). For more information, contact us at **844-405-4296** or visit our [provider website](#).

Behavioral health — case management — Carelon Behavioral Health, Inc.

Support provided: Assistance with coordination of appointments for behavioral health and substance use needs; linkage to community services and resources; member education; coordination with treating providers; and participation in the Department of Children and Families (DCF) planning process outlined in *Section 394.75, F.S.* and the provision of enhanced care coordination and management for high-risk populations

Contact information:

- Phone number: **844-406-2396** (TTY **711**)
 - Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 7 p.m. ET
- Contact phone number after hours or weekends: **844-375-7215**
 - Press 1 for English or 2 for Spanish; press 9 for emergency; you will then be transferred to a clinician.

Escalation contacts:

- Primary: Behavioral Health Management team, dl-BHManagerTeam@simplyhealthcareplans.com
- To connect with local mental health and substance use services, visit [Carelon Behavioral Health's Provider Directory](#).

Behavioral health — utilization management — Carelon Behavioral Health

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

Carelon Behavioral Health is an independent company providing utilization management services on behalf of the health plan. Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.
FLSMPLY-CD-079302-25 February 2025

Contact information:

- Phone number: **844-375-7215**
 - Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 8 p.m.
- Contact after hours or weekends: **844-375-7215**

Escalation contact:

- Primary, including for opioid use disorder (OUD)/substance use disorder (SUD): Ellen Rostafin, **786-376-4690**
- Secondary: Patrick Glynn, **786-559-8400**
- To connect with local mental health and substance use services, visit [Carelton Behavioral Health's Provider Directory](#).

Case management

Support provided: regular assistance for enrollees with appointments coordination (providers, transportation, durable medical equipment); complex care management; assistance with service coordination for early intervention services; post-discharge from hospital admissions and ER; referral and linkage with community resources and services; education on plan benefits; and coordination with providers

Contact information:

- Provider Services: **844-405-4296**
- LTC Case Management and LTC provider phone number: **877-440-3738**
- Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends for members only: **844-406-2396**
 - Special instructions for members only during after-hours or weekends: There are two options available, the Nurse Advice Line or the Case Management department voicemail. If urgent, the member must use the Nurse Advice Line, and they will assist or transition to an on-call after-hours representative. If not urgent, the member can use the Case Management department option and leave a voicemail with their first and last name, date of birth, a contact number, and a brief description of the help needed. The call will be returned as soon as possible or within 12 hours.

Escalation contacts:

- Primary: Case Management referrals, dl-CM/BHReferrals@elevancehealth.com
- LTC Case Management email: FLLTCInquiry@anthem.com
- LTC Provider Relations email: ltprovrelations@simplyhealthcareplans.com

Perinatal care support

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

Contact information:

- Provider Services: **844-405-4296**
 - Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends for members only: **844-406-2396**
 - Special instructions for members only during after-hours or weekends: There are two options available, the Nurse Advice Line or the Case Management department voicemail. If urgent, the member must use the Nurse Advice Line, and they will assist or transition to an on-call after-hours representative. If not urgent, the member can use the Case Management department option and leave a voicemail with their first and last name, date of birth, a contact number, and a brief description of the help needed. The call will be returned as soon as possible or within 12 hours.

Escalation contact

Primary — Case Management referrals: dl-CM/BHReferrals@elevancehealth.com

Pharmacy

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

Contact information:

- Phone number: **877-577-9044**
 - Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 8 p.m.
- Contact after hours or weekends: **833-235-2030**
 - Special instructions for after hours or weekends: The pharmacy benefit management 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.

Subcontracted utilization management services

Acupuncture/chiropractic — American Specialty Health (ASH)

Support provided: acupuncture and chiropractic provider network and services

Contact information:

- Phone number: **800-972-4226**
- 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.

Escalation contact

Primary: Carol Gallardo, CarolG@ashn.com, **800-848-3555 ext. 3835**

Dermatology — Dermatology Network Solutions (DNS)

Support provided: dermatology provider network

Contact information:

- 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: Reach out via email or cellphone to Daniela Cardoso. If she is unavailable, Nancy Kanaplue will handle.

Escalation contacts:

- Primary: Daniela Cardoso, **786-606-3945**, daniela@pns-mgmt.com
- Secondary: Nancy Kanaplue, **305-790-4905**, nancy@pns-mgmt.com

Hearing — 20/20 Hearing Care Network

Support provided: hearing services

Contact information:

- Phone number: **844-575-4327**
 - Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends: **561-638-5790**

Escalation contacts:

- Primary: Dr. Elliott Solomon, **561-638-5790**
- Secondary: Dr. Robert Coppola, **954-917-2337 ext. 1024**

Home health/durable medical equipment (DME) — Integrated Home Care Services, Inc. (IHCS)

Support provided: home health, DME, home IV infusion

Contact information:

- Phone number: **844-215-4264**
 - Hours of operation (excluding holidays): Monday through Friday, 8:30 a.m. to 7 p.m.; Saturdays, 8:30 a.m. to 5:30 p.m.
- Contact after hours or weekends: **844-215-4264**

- After hours answering service is available seven days a week. During the week, hours are 7 p.m. to 8:30 a.m. Weekend hours are Saturday, 5:30 p.m. to Monday, 8 a.m. The service is also available every holiday.

Escalation contacts:

- Home health primary: Maria Garron, **844-215-4264 ext. 7361**
- DME primary: Nicole Huie, **844-215-4264 ext. 7367** or **754-215-8102**
- Home IV infusion primary: Kevin Simas, **844-215-4264 ext. 7489** or **954-232-0215**

Podiatry — Provider Network Solutions (PNS)

Support provided: podiatry provider network

Contact information:

- Phone number: **844-222-3939**
 - 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: Reach out via email or cellphone to Daniela Cardoso. If she is unavailable, Nancy Kanaplue will handle.

Escalation contacts:

- Primary: Daniela Cardoso, **786-606-3945**, daniela@pns-mgmt.com
- Secondary: Nancy Kanaplue, **305-790-4905**, nancy@pns-mgmt.com

Radiology — Carelon Medical Benefits Management, Inc.

Support provided: Utilization management for radiology

Contact information:

- 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: Contact 24-hour nurse line via Simply Member Services 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: Ordering physician can enter cases via website 24/7.

Therapies — Health Network One, Inc. (HN1)

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

Contact information:

- 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 be connected to the on-call UM supervisor.

Escalation contacts:

- Primary phone number: **888-550-8800**
 - Hours of operation (excluding holidays): Monday through Friday, 8:30 a.m. to 5 p.m.
- Primary email: Terri Epp, EppT@healthsystemone.com

Transportation

Support provided: nonemergency transportation (statewide)

Contact information:

- Phone number: **844-628-0388** (reservations)
 - Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 7 p.m.
- Contact after hours or weekends: **844-628-0388** (reservations)

Escalation contacts:

- Primary: Alex Batista, **786-865-6556**
- Secondary: Bob Beers, **305-308-8110**

Utilization management

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

Contact information:

- Outpatient: **866-223-3205**
- DME/home health: **866-233-3392**
- Hours of operation (excluding holidays): Monday through Friday from 8 a.m. to 5 p.m.

Vision — iCare

Support provided: Providers are able to call the toll-free provider help line to connect to the Utilization Management department. UM personnel are available to speak with 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: Providers contractually agree to provide emergent medically necessary care to members after hours or on weekends, and the providers do not have to call the UM department to obtain authorization. If a member or provider experiences an emergency after hours or on weekends, the member should be directed to call 911 and the provider should be reminded to treat the member and notify iCare on the next business day.

Escalation contacts:

- Primary: Olga Hernandez, **305-418-2025 ext. 208** (office) or **305-849-9301** (cell)
- Secondary: Support Services Call Center, **855-418-1627**

Community resources:

- [Community resources | Simply](#)
- To ensure optimal continuity of care, it is important and encouraged to connect the patient with a PCP. For guidance on how to access and validate a patient's PCP, call **844-405-4296**.
- [Provider manuals and guides](#)
- [Provider education](#)



Email is the quickest and most direct way to receive important information from us.

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