



Resource guide

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

This guide lists the departments at Simply that may help coordinate and approve services for members. We have also provided names and teams that 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, as well as long-term care (LTC). For more information, visit our [provider website](#).

Behavioral Health — Case Management — (CCN) Carelon Care Navigation

Support provided: Assist with coordination of appointments for behavioral health, substance use, and all identified member needs; linkage to community services and resources; member education; coordination with treating care 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: **844-406-2396 (TTY 711)**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 7 p.m. ET
- Contact phone number after hours or weekends: **844-375-7215**
 - Special instructions for after hours or weekends: Select 1 for English or 2 for Spanish; select 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 the [Carelon Behavioral Health, Inc. Provider Directory](#).

Behavioral health — UM — Carelon Behavioral Health

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

Contact information:

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

Carelon Behavioral Health, Inc. is a separate company providing utilization review on behalf of the health plan.

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

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

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Escalation contact:

- Primary, for behavioral health, behavioral analysis, and 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 **Carelon Behavioral Health's Provider Directory**.

Physical health — UM

Support provided: authorizations related to outpatient services, including Home Health, IV infusion, durable medical equipment (DME), pain management, diagnostic testing, and complex therapies

Contact information:

- SMMC Managed Medical Assistance, Simply and Clear Health Alliance, and Florida Healthy Kids:
 - Phone: **844-405-4296**
 - Outpatient fax: **866-495-1981**
- DME/Home Health:
 - Fax: **844-528-3687**
 - Hours of operation (excluding holidays): Monday through Friday, 8 a.m. to 5 p.m.

Discharge planning

Support provided: authorizations related to Home Health, home infusion, and DME for members discharging home from an acute IP facility

Contact information:

- Discharge Planning fax: **844-410-6889**
- dl-shp-dischargeplanningteam@simplyhealthcareplans.com

Case Management department

Support provided: regular assistance for enrollees with appointments coordination (care 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 care providers

Contact information:

- Provider Services: **844-405-4296**
- LTC Case Management and LTC provider phone number: **877-440-3738**
- Hours of operation during non-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 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: fltcinquiry@anthem.com
- LTC Provider Relations email: ltcprovrelations@simplyhealthcareplans.com

Perinatal care support

Support provided: regular assistance for enrollees with appointment coordination (care 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 during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends for members only: **844-406-2396 (TTY 711)**; say, “Twenty-four seven NurseLine” when prompted for the reason you called.
 - Special instructions for members only 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 prior authorization

Contact information:

- Phone number: **877-577-9044**
- Hours of operation during non-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 care providers with a 72-hour emergency supply of medication as necessary based on applicable contract requirements.

Subcontracted UM services

Acupuncture/chiropractic — American Specialty Health (ASH)

Support provided: acupuncture and chiropractic care provider network and services

Contact information:

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

Escalation contact

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

Dermatology — Dermatology Network Solutions (DNS)

Support provided: dermatology care provider network

Contact information:

- Phone: **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 or cellphone to Daniela Cardoso. If she is unavailable, Nancy Kanaplue will handle.

Escalation contacts:

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

Hearing — 20/20 Hearing Care Network

Support provided: hearing services

Contact information:

- Phone number: **844-575-4327**
- Hours of operation during non-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 during non-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**:
 - An after-hours answering service is available seven days a week. During the week, hours are 7 p.m. to 8:30 a.m. On weekends, hours are Saturday from 5:30 p.m. to Monday, 8 a.m. The service is also available on 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 care provider network

Contact information:

- 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 or cellphone to Daniela Cardoso. If she is unavailable, Nancy Kanaplue will handle.

Escalation contacts:

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

Radiology — Carelon Medical Benefits Management, Inc.

Support provided: UM for radiology

Contact information:

- Phone number: **877-202-5276**
- Hours of operation during non-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, "Twenty-four seven NurseLine" when prompted about the reason you called. 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.

Therapies — Health Network One, Inc. (HN1)

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

Contact information:

- Phone number: **888-550-8800**
- Hours of operation during non-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.
- Primary phone number: **888-550-8800**
- Hours of operation during non-holidays: Monday through Friday, 8:30 a.m. to 5 p.m.
- Primary: Terri Epp, eppt@healthsystemone.com

Transportation

Support provided: nonemergency transportation (statewide)

Contact information:

- Phone number: **844-628-0388** (reservations)
- Hours of operation during non-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**

Vision — iCare

Support provided: Care providers can call the toll-free care provider help line to connect to the UM department. UM personnel are available to 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 during non-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 the care providers do not have to call the UM department to obtain authorization. If a member or care provider experiences an emergency after hours or on weekends, 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: Alia Bawazer, **614-478-7059** (office), **614-563-9196** (cell)
- Secondary: Support Services Call Center, **855-418-1627**

Resources

Community resources | Simply

Connecting the patient with a PCP is important and encouraged to ensure optimal continuity of care. Call **844-405-4296** for guidance on how to access and validate a patient's PCP.

Provider manuals and guides

information for assessing coverage options, guidelines for clinical UM, practice policies, and support for delivering benefits to our members

Care Provider Training Academy

A resource overview of all training materials, supporting guide pages, and continuing education opportunities

Contact us

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to <https://Availity.com> and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section of our provider website for the appropriate contact.