



Expedited (urgent) authorization requests through Availity.com

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Florida Healthy Kids (FHK) program for Simply.

Effective June 20, 2022, Simply and CHA will require all expedited (urgent) service authorization requests be submitted via **Availity.com**.^{*} This will allow us to prioritize urgent service authorization requests appropriately, improve turnaround times, and reduce errors. Please **do not** send expedited (urgent) service authorization requests via fax or phone call.

For expedited (urgent) authorizations, log in at **Availity.com**, select **Patient Registration**, then **Authorizations and Referrals** to access online authorizations.

To learn more and participate in a live training regarding this change, register using a link below:

- June 1, 2022: <https://bit.ly/3l82r3s>
- June 8, 2022: <https://bit.ly/3wnBMoK>
- June 21, 2022: <https://bit.ly/39gqSji>

Note: 42 CFR 438.210(d)(2)(i) states the following regarding expedited request for authorization:

*“For cases in which a **provider** indicates, or the managed care organization (**MCO**), prepaid inpatient health plan (**PIHP**), or prepaid ambulatory health plan (**PAHP**) determines, that following the standard timeframe could seriously jeopardize the **enrollee's** life or health or ability to attain, maintain, or regain maximum function, the **MCO**, **PIHP**, or **PAHP** must make an expedited authorization decision and provide **notice** as expeditiously as the **enrollee's** health condition requires and no later than 72 hours after receipt of the request for service.”*

In compliance with our Statewide Medicaid Managed Care Managed Medical Assistance contract, Simply and CHA must review and render decisions on expedited service authorization requests no later than two (2) days after the receipt of the request for an authorization. Our FHK contract, in compliance with 42 CFR 438.210, requires that we render decisions on expedited authorization requests within 72 hours after the receipt of the request for authorization.

Email is the quickest and most direct way to receive important information from Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

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 (Simply: <https://bit.ly/3Cm6b8s>, CHA: <https://bit.ly/2ZoU8so>).

Simply:



CHA:



^{*} Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

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

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