



Simply Healthcare Plans, Inc. (Simply) and Miami Children’s Health Plan Contract Acquisition Frequently Asked Questions

Simply is acquiring the Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) contract from Miami Children’s Health Plan (Miami Children’s). This acquisition expands the Medicaid footprint of Simply in region 9 and in existing region 11 as a non-specialty SMMC MMA plan.

Effective May 1, 2021, Simply will be one of the health plans serving the healthcare coverage needs of eligible Medicaid recipients in regions 9 and 11, including the recipients previously enrolled in Miami Children’s Health Plan. Please note, Simply and Miami Children’s Health Plan will continue to operate and exist as two separate entities. Upon finalizing the contract acquisition, effective May 1, 2021, Miami Children’s will no longer be an active health plan.

Which regions will be affected by the acquisition?

Below is a list of affected regions and counties according to the effective date of the contract acquisition:

Region	Counties	Effective date
Region 9 (New region)	Indian River, Martin, Okeechobee, Palm Beach and St. Lucie	May 1, 2021
Region 11 (Existing region)	Miami-Dade and Monroe	May 1, 2021

What happens to my open Miami Children’s authorizations prior to my region’s rollout date?

Simply is responsible for continuity of care for all Miami Children’s members transitioning to Simply. Simply will honor all prior authorizations issued by Miami Children’s to Simply from participating and non-participating providers. For providers not participating in Simply’s network, these prior authorizations for ongoing course of treatments will be honored for a period of 60 days, after May 1, 2021.

How can I request an authorization for a date of service on or after May 1, 2021?

- **Web:** You can initiate preauthorization requests online via Availity* (<https://www.availity.com>) using the **Interactive Care Reviewer**.
- **Phone: 1-844-405-4296**
(Not applicable to DME/HH providers under Integrated Home Care Services, Inc. [IHCS])

Where do I submit claims for date of service prior to May 1, 2021?

Paper claims	Miami Children’s Health Plan P.O. Box 211241 Eagan, MN 55121
Electronic claims	Payer ID: 82832

* Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc.

Where do I submit claims for date of service on or after May 1, 2021?

Paper claims <i>(Not applicable to DME/HH providers under Integrated Home Care Services, Inc. [IHCS])</i>	Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
Electronic claims	https://www.availity.com Payer ID: SMPLY

What if I have claims for dates of service that span pre go-live and post go-live?

Two claims will need to be submitted: one submission for dates of service prior to the go-live date using the established submission process for Miami Children's and a second submission using the Simply claims submission process for post go-live dates.

Exception: All hospital inpatient claims with an admission date prior to May 1, 2021, are required to be submitted to Miami Children's for payment. This includes all hospital inpatient claims with an admission date prior to May 1, 2021, in which services continue after May 1, 2021.

How do I know which Provider Services phone number I should call?

The Simply Provider Services phone number, **1-844-405-4296**, (Monday to Friday from 8 a.m. to 7 p.m. ET), can be called for any questions or concerns relating to claims, authorizations, grievances and appeals, etc., for dates of service on or after the go-live date of the acquisition. You should contact Miami Children's Provider Services at **1-844-243-5188** (Monday to Friday from 8 a.m. to 5 p.m. ET) for any questions or concerns relating to claims, authorizations, grievances and appeals, etc., for dates of service prior to the go-live date of the acquisition.

Who will be my group's new Provider Relations representative?

Transitioning Miami Children's providers can expect to be contacted by a Simply Provider Relations associate by no later than March 1, 2021.

Where can I find Simply's provider resources, documents and the Provider Manual?

Visit Simply's provider self-service website at <https://provider.simplyhealthcareplans.com>.

Will there be provider training opportunities?

In addition to the provider trainings and resources located on our provider website, Simply will conduct supplemental webinars to ensure a smooth transition. Your Provider Services representatives will ensure you are provided with the most up-to-date training materials and resources.

Will my transitioning patients receive new member ID cards?

Yes, all new transitioning members will be provided with a Simply member ID card.

How will Miami Children's members be impacted by the contract acquisition?

Transitioning members will have the same SMMC MMA benefit coverage that was provided under Miami Children's. Members will also have access to a greater number of value-added benefits; additional healthy behaviors programs; and also have access to an extensive provider network. Members will continue to be supported by a health plan and provider network that prioritizes their quality of healthcare and access to services.

If you have questions or concerns about these changes or other topics, you can contact your local Provider Relations representative or Simply Provider Services at **1-844-405-4296**, (Monday to Friday from 8 a.m. to 7 p.m. ET), and Miami Children's Provider Services at **1-844-243-5188**, (Monday to Friday from 8 a.m. to 5 p.m. ET).