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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

December 17, 2020

### Provider Type(s): All

### Simply Healthcare Plans, Inc. Vision Services Vendor Transition to iCare Health Solutions, LLC

Effective December 31, 2020, EyeQuest (DentaQuest of Florida, Inc.) will no longer be providing medical and surgical vision services for Simply Healthcare Plans, Inc. (Simply) members. Beginning January 1, 2021, iCare Health Solutions, LLC will be the statewide subcontractor providing medical and surgical vision services to Simply members.

Providers that are out of network as of January 1, 2021, will be eligible for a 60-day continuity of care period where claims will be payable to allow time for members to transition to a new provider, if necessary. The continuity of care period ends on March 2, 2021. All impacted members were notified by mail on November 2, 2020.

For questions regarding future network or contract related inquiries, call iCare at 855-373-7627, Ext. 343.

For general inquiries relating to this transition, call iCare's Provider Services at 855-373-7627.

**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)  
**COMPLAINTS OR ISSUES? ON LINE** <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 .

*The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA\\_FL\)](#) and [YouTube\(AHCAFlorida\)](#).*