



Simply Healthcare Plans, Inc. and Lighthouse Health Plan: Contract Acquisition Frequently Asked Questions

Background:

Simply Healthcare Plans, Inc. (Simply) is acquiring the Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) contract from Lighthouse Health Plan (Lighthouse).* This acquisition expands the Medicaid footprint of Simply in regions one and two as a non-specialty SMMC MMA plan.

Effective February 1, 2021, Simply will serve the health care coverage needs of the Medicaid recipients in regions 1 and 2 including the recipients previously enrolled in Lighthouse. Please note, Simply and Lighthouse will continue to operate and exist as two separate entities. Upon finalizing the contract acquisition, effective February 1, 2021, Lighthouse 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 1	Escambia, Okaloosa, Santa Rosa, Walton	February 1, 2021
Region 2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	February 1, 2021

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

Simply is responsible for continuity of care for all Lighthouse members transitioning to the Simply. Simply will honor all prior authorizations issued by Lighthouse 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 February 1, 2021.

How can I request an authorization for a date of service on or after February 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**

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

Paper claims	Lighthouse Health Plan P.O. Box 211156 Eagan, MN 55121
Electronic claims	Payer ID: 31828

* Availity is an independent company providing some utilization review services on behalf of Simply Healthcare Plans, Inc. and Lighthouse Health Plan. Lighthouse Health Plan is an independent company providing health care services on behalf of Simply Healthcare Plans, Inc.

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

Paper claims	Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
Electronic claims	https://www.availity.com Payer ID: SMPPLY

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 Lighthouse 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 February 1, 2021, are required to be submitted to Lighthouse for payment.

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

The Simply Provider Services phone number, **1-844-405-4296** (*Monday - Friday from 8am-7pm (ET)/ 7am-6pm (CT)*), can be called for any questions or concerns related to claims, authorizations, grievances and appeals, etc. for dates of service on or after the go-live date of the contract acquisition. You should contact Lighthouse Provider Services at **1-844 243-5176** (*Monday – Friday from 8am-8pm (ET) / 7am-7pm (CT)*) for any questions or concerns related 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?

Lighthouse providers can expect to be contacted by a Simply Provider Relations Associate by no later than December 1, 2020.

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

Visit Simply's provider self-service website at www.simplyhealthcareplans.com/provider.

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 Lighthouse members be impacted by the contract acquisition?

Transitioning members will have the same SMMC benefit coverage that than provided under Lighthouse. 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 health care 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 **1-844-405-4296** (*Monday - Friday from 8am-7pm (ET)/ 7am-6pm (CT)*); Lighthouse Provider Services **1-844 243-5176** (*Monday – Friday from 8am-8pm (ET) / 7am-7pm (CT)*).