



## Simply Healthcare Plans, Inc. (Simply) and Vivida Health contract acquisition tip sheet and claims cut-off notice

Effective November 1, 2022, Simply will be one of the health plans serving the healthcare coverage needs of eligible Medicaid recipients in region 8, including the recipients previously enrolled in Vivida Health (Vivida). This notice serves to remind providers and subcontractors of the correct submission methods for authorizations, claims, grievances, payment disputes, and appeals. This notice will also provide information on continuity of care requirements and a list of our delegated vendors.

### Authorizations

Authorizations for date of service on or after November 1, 2022, can be requested via:

- **Web:** You can initiate preauthorization requests online via Availity\* (<https://www.availity.com>) using the Interactive Care Reviewer.
- **Phone:** Call **844-405-4296**.

*Not applicable to DME/HH providers under Integrated Home Care Services, Inc. (IHCS)\**

### Claims

Claims for a date of service **on or after** November 1, 2022, should be sent to Simply electronically or by mail.

<b>Paper claims</b>	Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
<b>Electronic claims</b>	<a href="https://www.availity.com">https://www.availity.com</a> Payer ID: <b>SMPLY</b>

Claims for a date of service **prior** to November 1, 2022, should be sent to Vivida electronically or by mail.

<b>Paper claims</b>	Vivida Health PO Box 211290 Eagan, MN 55121
<b>Electronic claims</b>	Payer ID: <b>A0102</b>

Two claims will need to be submitted for claims with dates of service that span pre go-live (November 1, 2022) and post go-live: one submission for dates of service **prior** to the go-live date using the

\* Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc. Beacon Health Options is an independent company providing behavioral health services on behalf of Simply Healthcare Plans, Inc. Health Network One, Inc. is an independent company providing therapy services on behalf of Simply Healthcare Plans, Inc. 20/20 Hearing Care Network, Inc. is an independent company providing hearing care services on behalf of Simply Healthcare Plans, Inc. Integrated Home Care Services, Inc. is an independent company providing home health care services on behalf of Simply Healthcare Plans, Inc. LabCorp is an independent company providing laboratory services on behalf of Simply Healthcare Plans, Inc. IngenioRx, Inc. is an independent company providing pharmacy benefit management services and some utilization review services on behalf of Simply Healthcare Plans, Inc. AIM Specialty Health is an independent company providing some utilization review services on behalf of Simply Healthcare Plans, Inc. iCare Health Solutions is an independent company providing vision care services on behalf of Simply Healthcare Plans, Inc.

<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.  
FLSMPLY-CD-004039-22 August 2022

established submission process for Vivida 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 November 1, 2022, are required to be submitted to Vivida for payment. This includes all hospital inpatient claims with an admission date prior to November 1, 2022, in which services continue after November 1, 2022.**

**P.O. Box addresses for paper claims, appeals, payment disputes and grievances**

Services rendered to members enrolled in Simply with a **date of service on or after November 1, 2022:**

<b>Correspondence type</b>	<b>P.O. Box address</b>
<b>Paper claims</b> <i>(Not applicable to DME/HH providers under Integrated Home Care Services, Inc. IHCS)</i>	Simply Healthcare Plans, Inc. Florida Claims P.O. Box 61010 Virginia Beach, VA 23466-1010
<b>Medical appeals</b> <i>(Mail all medical information and medical necessity appeals)</i>	Simply Healthcare Plans, Inc. Medical Appeals P.O. Box 62429 Virginia Beach, VA 23466-2429
<b>Payment disputes</b>	Simply Healthcare Plans, Inc. Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466-1599
<b>Provider grievances</b> <i>(Not related to claims payment, and should be submitted in writing)</i>	Simply Healthcare Plans, Inc. Grievance and Appeals Team 4200 W. Cypress St., Suite 900 Tampa, FL 33607

Services rendered to members enrolled in Vivida with a **date of service before November 1, 2022:**

<b>Correspondence type</b>	<b>P.O. Box address</b>
<b>Paper claims</b>	Vivida Health PO Box 211290 Eagan, MN 55121
<b>Medical appeals</b> <i>(Mail all medical information and medical necessity appeals)</i>	Vivida Health PO Box 211290 Eagan, MN 55121
<b>Payment disputes</b>	Vivida Health PO Box 211290 Eagan, MN 55121
<b>Provider grievances</b> <i>(Not related to claims payment and should be submitted in writing)</i>	Vivida Health PO Box 211290 Eagan, MN 55121

## Vendors/delegated providers

Service	Vendor	Phone number
Behavioral health services	Beacon Health Options, Inc.	844-375-7215
Dermatology	Dermatology Network Solutions (DNS)	844-222-3535
Hearing services	20/20 Hearing Care Network, Inc.*	844-575-4327
Home health, home infusion and DME	Integrated Home Care Services, Inc. (IHCS)*	844-215-4264
Laboratory services	LabCorp*	800-877-5227
Pharmacy benefit manager	IngenioRx*	833-235-2030
PT/OT/ST therapy services	Health Network One, Inc. (HN1)	888-550-8800
Radiology authorizations	AIM Specialty Health®*	800-252-2021
Vision services	iCare*	855-373-7627
Podiatry	Podiatry Network Solutions (PNS)	844-222-3939
Transportation	Ride2MD	866-372-9794

## Continuity of care

Simply would like to take this opportunity to also remind all providers that the continuity of care requirements for new members enrolled in Statewide Medicaid Managed Care Managed Medical Assistance require that we pay for continuity of care services rendered to new enrollees transitioning into Simply. In the event a new Simply member is receiving prior authorized ongoing course of treatment with any provider, including those services previously authorized under the fee-for-service delivery system or by the enrollee's immediate former managed care plan, Simply is responsible for the costs of continuation of such course of treatment, without regard to whether such services are being provided by participating or nonparticipating providers, for up to 60 days after the effective date of enrollment. Simply will honor all prior authorizations issued by Vivida to Simply from participating and nonparticipating 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 November 1, 2022.

## Questions?

If you have questions or concerns, you can contact your local Provider Relations representative or Provider Services at Simply at **844-405-4296**, Monday through Friday from 8 a.m. to 7 p.m. ET; or Vivida Provider Services at **844-243-5175**, Monday through Friday from 8 a.m. to 7 p.m. ET.



Email is the quickest and most direct way to receive important information from Simply Healthcare Plans, Inc.

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 (<https://bit.ly/3Cm6b8s>).

