

## Medicare PPO plan FAQ

*This communication applies to the Medicare Advantage program for UniCare Life and Health Insurance Company (UniCare) dba Simply Healthcare Plans, Inc. (Simply).*

As we continue our efforts to provide high-quality, consumer-focused health plans for Medicare Advantage beneficiaries, Simply is offering a Medicare PPO plan effective January 1, 2023.

### How are UniCare and Simply connected?

The Medicare Advantage PPO product with Simply is underwritten by UniCare, a licensed Florida health insurer.

### Who can enroll in this new PPO plan?

Medicare eligible consumers can enroll if they reside in one of the following counties: Brevard, Broward, Charlotte, Citrus, Clay, Collier, Duval, Flagler, Hernando, Hillsborough, Indian River, Lake, Lee, Manatee, Marion, Martin, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, St. Johns, St. Lucie, Sarasota, Seminole, Sumter, and Volusia.

### What are the new PPO plans called?

The new PPO plans are Simply Freedom (PPO) and Simply Freedom Extra (PPO).

### Will any provider materials be branded UniCare?

Yes, you may see the UniCare logo in Availity Essentials,\* and it will display on your claim remittances for these consumers. This is the logo you can expect to see:



### How do I request an authorization for a consumer with Simply Freedom (PPO) or Simply Freedom Extra (PPO) coverage?

- Web: You can initiate preauthorization requests online via [Availity.com](https://www.availity.com) using the *Interactive Care Reviewer*.
- Phone: **844-405-4297**
- Fax: **800-959-1597**

\* Availity, LLC is an independent company providing administrative support services on behalf of the health plan. Tivity Health, Inc. is an independent company providing the SilverSneakers fitness program on behalf of the health plan.

<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.

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**How do I submit claims for consumers with Simply Freedom (PPO) or Simply Freedom Extra (PPO) coverage?**

<b>Paper claims</b> Not applicable to DME or home health providers under Integrated Home Care Services, Inc. (IHCS).	Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
<b>Electronic claims</b>	<a href="https://www.availity.com">Availity.com</a> Payer ID: <b>SMPLY</b>

**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>.

**What are some examples of the benefits for consumers with Simply Freedom (PPO) and Simply Freedom Extra (PPO) coverage?**

- \$0 plan premium (consumers will still need to pay Medicare Part B premium)
- Copays as low as \$0
- SilverSneakers\*
- Dental, vision, and hearing benefits
- 24/7 telehealth visits
- \$100,000 in worldwide coverage
- \$0 copay on prescription drugs (tier 1 and tier 2)

**Whom can I contact for information on participating as a PPO provider?**

If you would like more information or information on participating in the PPO provider network for Simply, contact **877-915-0551**.

**What is the Provider Services phone number?**

The phone number for Provider Services is **844-405-4297**.