

## We're here to help.

Our case managers are licensed clinicians available Monday through Friday from 8:30 a.m. to 5:30 p.m. ET. Confidential voicemail is also available 24/7.

To refer a patient or speak with a case manager, call **1-888-830-4300**. Patients can get information about our services by visiting our provider websites.

For more information about disease management and other ways we help our valued providers, visit

<https://provider.simplyhealthcareplans.com/florida-provider>.



Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.



## Disease Management Programs to Help Your Patients



<https://provider.simplyhealthcareplans.com/florida-provider>

SFLPEC-1053-19

## Our Disease Management Centralized Care Unit

Simply Healthcare Plans, Inc. (Simply) has 13 disease management programs to help you manage your patients with chronic diseases. Each program encourages member self-care, coordinates health care education and provides effective intervention touchpoints. Currently, we have disease management programs for:

- Alzheimer's disease/dementia.
- Asthma.
- Bipolar disorder.
- Chronic obstructive pulmonary disease.
- Congestive heart failure.
- Coronary artery disease.
- HIV/AIDS.
- Hypertension.
- Child/adolescent major depressive disorder.
- Adult major depressive disorder.
- Diabetes.
- Schizophrenia.
- Substance use disorder.

We also offer weight management and smoking services.



## Each program features:

- Proactive population identification.
- Evidence-based national practice guidelines.
- Collaborative practice models that include primary care providers and support-service providers in treatment planning and ongoing patient status communications.
- Continuous patient self-management education, including primary prevention, coaching through healthy behaviors and compliance/surveillance, and case management for high-risk members.
- Process and outcome measures, evaluation and management.
- Ongoing communication with providers regarding patient status.

Once members are identified, they are assessed and stratified based on the number of gaps in care/needs identified via the health risk assessment.

For those members, we will:

- Provide educational tools to help members understand their chronic disease conditions and continue to help them as their needs change.
- Use motivational interviewing techniques and encouragement to promote members' self-care efforts.
- Use our case managers to inform the member of local resources to further support his or her needs.



## How to use our Disease Management Centralized Care Unit services

### 1. Refer patients to disease management programs.

Refer your Simply patients who will benefit from additional education and care management support.

### 2. Assist by providing input for member education.

The treatment forms we distribute to you are based upon the most up-to-date *Clinical Practice Guidelines* to solicit provider input for the member's plan of care.

### 3. Encourage and support your patients enrolled in disease management programs.

Our program is designed to help your patients improve their health and quality of life through education and self-care efforts.

## Provider rights and responsibilities



You have the right to:

- Receive information about Simply, specific disease management programs and services, our staff and staff qualifications, and any contractual relationships existing in disease management.
- Decline to participate in or work with Simply programs and services for your patients if contractually possible.
- Be informed on how our organization coordinates interventions with individual treatment plans for your patients.
- Know how to contact the person responsible for management and communicating with your patients.
- Be supported by Simply to make decisions interactively with patients regarding their health care.
- Receive courteous and respectful treatment from our staff.
- Communicate complaints regarding the Disease Management Centralized Care Unit as outlined in the Simply provider complaint and grievance procedure.