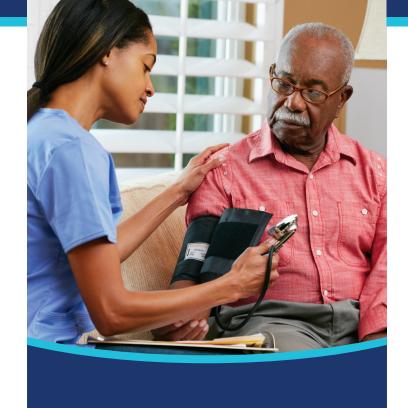
#### We're here to help.

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.



## Disease Management Programs to Help Your Patients



https://provider.simplyhealth careplans.com/florida-provider

SFI PFC-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

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.



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



#### **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

- 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.