



Florida Healthy Kids Reference Guide for Simply Healthcare Plans, Inc.



Key contacts

Member Services and 24/7 NurseLine:

Website	Florida Healthy Kids (FHK) under Simply Healthcare Plans, Inc. (Simply): https://simplyhealthcareplans.com/florida-medicaid/benefits/fhk-benefits.html
Phone	844-405-4298

Key community contacts:

Website	https://healthykids.org
Phone	888-540-KIDS (5437)

Healthy Rewards:

Website	https://simplyhealthcareplans.com/florida-medicaid/benefits/fhk-benefits.html
Phone	877-868-2004

Mental health toolkit:

Website	https://simplyhealthyminds.com
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Provider Services:

Website	http://simplyhealthcareplans.com/HealthyRewards
Phone	844-405-4296

Claims submissions

Paper claims	Electronic claims	
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010	Availity Essentials payer ID:	SMPPLY
	Change Healthcare (Emdeon) payer ID:	27514

Availity Essentials* (<https://availity.com>)

- Claim submission
- Claim status
- Member eligibility
- EDI
- Reports
- Electronic prior authorization requests
- Claims dispute

Website	https://availity.com
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Claims dispute process

Verbal dispute
844-405-4296
Written dispute
Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599

Electronic claims dispute process

1. From the Availity Essentials homepage (<https://availity.com>), select **Claims & Payments** from the top navigation.
2. Select **Claim Status Inquiry** from the drop-down menu.
3. Submit an inquiry and review the *Claims Status Detail* page.
4. If the claim is denied or final, there will be an option to dispute the claim. Select **Dispute the Claim** to begin the process. You'll be redirected to the Payer site to complete the submission.

Authorizations

Online	Interactive Care Reviewer: https://availity.com
Phone	844-405-4296
Fax	800-964-3627

The following data is required for complete notification/precertification:

- Member ID
- Legible name of referring provider
- Legible name of individual referred to provider
- National provider identifier and/or tax ID number
- Number of visits/services
- Date(s) of service
- Diagnosis
- CPT®/HCPCS codes

Note: All expedited service authorization requests must be submitted via Availity Essentials.

Pharmacy authorizations

Phone	877-577-9044
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- The FHK *Preferred Drug List* for Simply is available on the Pharmacy page of the Simply provider website.
- A searchable version of the formulary is also available that provides *Clinical Criteria*.
- Electronic prior authorizations may be submitted through Availity Essentials (availity.com).
- Prior authorizations may all be submitted via fax; forms are posted to the *Pharmacy* page of the Simply provider website.

Electronic funds transfer (EFT) enrollment

Electronic claims payment through EFT is a secure and fast way to receive payment, reducing administrative processes. EFT deposits are assigned a trace number that is matched to the 835 electronic remittance advice (ERA) for simple payment reconciliation.

Since November 1, 2021, you can use EnrollSafe (enrollsafe.payeehub.org) to register and manage EFT account changes.

Electronic remittance advice (ERA) enrollment

The 835 eliminates the need for paper remittance reconciliation.

Use Availity Essentials to register and manage ERA account changes with these three easy steps:

1. Log in to Availity Essentials (availity.com).
2. Select **My Providers**.
3. Click on **Enrollment Center** and select **Transaction Enrollment**.

Note: If you use a clearinghouse or vendor, please work with them on ERA registration and receiving your ERA's.

Provider manager information:

Name	
Phone	
Email	

Member advocate information:

Name	
Phone	
Email	

Health promotions representative information:

Name	
Phone	
Email	

Service	Vendor	Contact information
Behavioral health services	Carelon Behavioral Health, Inc.*	844-375-7215
Chiropractic services	American Specialty Health Group, Inc.®*	800-972-4226
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 benefits manager	CarelonRx, Inc.*	833-235-2030
Podiatry	Podiatry Network Solutions (PNS)*	844-222-3939
PT/OT/STservices	Health Network One, Inc. (HN1)	888-550-8800
Radiology authorizations	Carelon Medical Benefits Management, Inc.*	877-202-5276
Vision services	iCare*	855-373-7627

* Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of Simply Healthcare Plans, Inc. American Specialty Healthgroup, Inc. is an independent company providing utilization management services on behalf of Simply Healthcare Plans, Inc. 20/20 Hearing Care Network, Inc. is an independent company providing hearing services on behalf of Simply Healthcare Plans, Inc. Integrated Home Care Services, Inc. is an independent company providing home setting services, including durable medical equipment, respiratory, home health and infusion services on behalf of Simply Healthcare Plans, Inc. LabCorp is an independent company providing laboratory services on behalf of Simply Healthcare Plans, Inc. CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Simply Healthcare Plans, Inc. Carelon Medical Benefits Management, Inc. is an independent company providing utilization management 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. Health Network One, Inc. is an independent company providing physical, occupational and speech therapy services and dermatology services on behalf of Simply Healthcare Plans, Inc. Dermatology Network Solutions is an independent company providing dermatology services on behalf of Simply Healthcare Plans, Inc. Podiatry Network Solutions is an independent company providing podiatry services on behalf of Simply Healthcare Plans, Inc.

<https://provider.simplyhealthcareplans.com>

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