



# Florida Healthy Kids reference guide for Simply Healthcare Plans, Inc.



## Key contacts

### Member Services and 24/7 NurseLine:

<b>Website</b>	Florida Healthy Kids under Simply: <a href="https://www.simplyhealthcareplans.com/florida-medicaid/benefits/fhk-benefits.html">https://www.simplyhealthcareplans.com/florida-medicaid/benefits/fhk-benefits.html</a>
<b>Phone</b>	1-844-405-4298

### Key community contacts:

<b>Website</b>	<a href="https://www.healthykids.org">https://www.healthykids.org</a>
<b>Phone</b>	1-888-540-KIDS (5437)

### Healthy Rewards:

<b>Website</b>	<a href="https://provider.simplyhealthcareplans.com">https://provider.simplyhealthcareplans.com</a>
<b>Phone</b>	1-877-868-2004

### Provider Services:

<b>Website</b>	<a href="http://www.simplyhealthcareplans.com/HealthyRewards">http://www.simplyhealthcareplans.com/HealthyRewards</a>
<b>Phone</b>	1-844-405-4296

## Visit our websites

Provider website:  
<https://provider.simplyhealthcareplans.com>

To check authorization requirements:  
<https://www.simplyhealthcareplans.com/florida-provider/precertification-lookup>

## Provider Manager information

<b>Name</b>	
<b>Phone</b>	
<b>Email</b>	

## Authorizations

<b>Online</b>	Interactive Care Reviewer: <a href="https://www.availity.com">https://www.availity.com</a>
<b>Phone</b>	1-844-405-4296
<b>Fax</b>	1-800-964-3627

The following data is required for complete notification/precertification:

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

## Pharmacy authorizations

<b>Phone</b>	1-877-577-9044
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- The *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 (<https://www.availity.com>).
- Prior authorizations may all be submitted via fax; forms are posted to the *Pharmacy* page of the Simply provider website.

## Availity\* (<https://www.availity.com>)

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

## Claims submissions

<b>Paper claims</b>
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
<b>Electronic claims</b>
Availity Payer ID: SEMPLY
Change Healthcare (Emdeon) Payer ID: 27514

## Claims dispute process

<b>Verbal dispute</b>
1-844-405-4296
<b>Written dispute via mail</b>
Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599

## Electronic claims dispute process

1. From the Availity homepage (<https://www.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.

Service	Vendor	Contact information
Behavioral health services	Beacon Health Options, Inc.*	<b>1-844-375-7215</b>
Chiropractic services	Chiro Alliance Corp DBA Medsolutions DBA eviCore Healthcare *	<b>1-877-434-8258</b>
Dermatology	Health Network One, Inc. (HN1)*	<b>1-800-595-9631</b>
Hearing services	20/20 Hearing Care Network, Inc.*	<b>1-844-575-4327</b>
Home Health, home infusion and DME	Integrated Home Care Services, Inc. (IHCS)*	<b>1-844-215-4264</b>
Laboratory services	LabCorp*	<b>1-800-877-5227</b>
Pharmacy benefits manager	IngenioRx*	<b>1-833-235-2030</b>
PT/OT/STservices	Health Network One, Inc. (HN1)	<b>1-888-550-8800</b>
Radiology authorizations	AIM Specialty Health® *	<b>1-877-434-8258</b>
Vision services	iCare (Effective 1/1/2021)*	<b>1-855-373-7627</b>

\* 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. Chiro Alliance Corp DBA Medsolutions DBA eviCore Healthcare 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. IngenioRx, Inc. is an independent company providing pharmacy benefit management 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. 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.

**<https://provider.simplyhealthcareplans.com>**

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