



Medicare Advantage Reference Guide



Key contacts

Provider Services	844-405-4297
Member Services and 24/7 Nurse Line	877-577-0115



Vendors:

Service	Vendor	Phone
Hearing services	Hearing Care Solutions*	855-213-2545
Behavioral health	Beacon Health* (behavioral health services)	800-221-5487, option 2
Chiropractic services	American Specialty Health*	800-972-4226
Dental	DentaQuest*	877-468-5581
Pharmacy benefit manager	IngenioRX*	844-405-4297
Routine vision and ophthalmology	iCare* (effective 1/1/2021)	855-373-7627
Home delivered meals, postfacility discharge	Luvo*	844-880-5886
PT/OT/ST therapy	Health Network One (HN1)*	888-550-8800
Home health care, durable medical equipment (DME) and home IV infusion	Integrated Home Care Services (IHCS)*	844-215-4264
Laboratory services	LabCorp *	800-877-5227
Cardiology (Miami-Dade, Broward and Palm Beach County only)	New Century*	888-999-7713
Hematology/oncology (Miami-Dade, Broward and Palm Beach County only)	New Century	888-999-7713

Community contacts:

Elderly abuse hotline	800-96-ABUSE (800-962-2873)
Elder affairs	800-96-ELDER (800-963-5337)

Authorizations

Online	Interactive Care Reviewer: https://www.availity.com
Phone	844-405-4297
Fax	866-959-1537

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

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

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

Claims submissions

Paper claims
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
Electronic claims
Availity payer ID: SPLY

Claims dispute process

Verbal dispute
844-405-4297
Written dispute
Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599

Visit our website for more information.

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.

As of November 1, 2021, use <https://provider.simplyhealthcareplans.com/florida-provider/electronic-data-interchange> to register and manage EFT account changes.

Electronic remittance advice (ERA) enrollment

Go to <https://www.availity.com> and select **Enrollments Center** in the *My Account Dashboard* on the home page. Select **ERA Enrollment** in the *Multi-Payer Enrollments* section. Then, simply follow the wizard and submit. After submitting, you will be notified by email that enrollment is complete and will start receiving 835s through Availity.

Availity	800-282-4548
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Member transportation

Vendor	Servicing counties	Contact
Medical Care Transportation (MCT)*	Miami Dade and Broward	833-628-0388
Access2Care*	Palm Beach, Orange, Osceola, Seminole, Polk, Hillsborough, Hernando, Pasco and Pinellas	866-411-8914

Provider Manager information

Name	
Phone	
Email	

Member advocate information

Name	
Phone	
Email	

Health Promotions representative information

Name	
Phone	
Email	

* Hearing Care Solutions is an independent company providing hearing care 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. American Specialty Health is an independent company providing chiropractic services on behalf of Simply Healthcare Plans, Inc. DentaQuest is an independent company providing dental benefit management 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. iCare Health Solutions is an independent company providing vision care services on behalf of Simply Healthcare Plans, Inc. Luvo is an independent company providing home delivered meals, postfacility discharge services on behalf of Simply Healthcare Plans, Inc. Health Network One is an independent company providing PT/OT/ST therapy on behalf of Simply Healthcare Plans, Inc. Integrated Home Care Services is an independent company providing home healthcare, DME and home IV infusion services on behalf of Simply Healthcare Plans, Inc. LabCorp is an independent company providing laboratory services on behalf of Simply Healthcare Plans, Inc. New Century is an independent company providing cardiology and hematology/oncology services on behalf of Simply Healthcare Plans, Inc. Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc. Medical Care Transportation is an independent company providing transportation services on behalf of Simply Healthcare Plans, Inc. Access2Care is an independent company providing transportation services on behalf of Simply Healthcare Plans, Inc.

<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.