

September 2019

Hurricane Dorian – Updated Notification

Due to Hurricane Dorian, the Governor of Florida has issued a state of emergency. At this time, Simply Healthcare Plans, Inc. and Clear Health Alliance will be operating during normal business hours and our call centers will remain open.

We are here to work closely with our providers to ensure that our members continue to receive the same quality of care during this time. We are committed to assisting our providers and members in resolving any issues related to Hurricane Dorian.

Prior authorizations

- We have waived prior authorization requirements for critical life-sustaining services such as oxygen, nebulizer, ventilator, feeding pump, dialysis, insulin/insulin administration, DME, PDN, hospital services, nursing facility services and chemotherapy until such time that we communicate a change back to normal processes. For further details, please contact our Provider Services lines.
- We respectfully request notification of admissions so that we may assist our providers, facilities and members in coordinating any post-discharge services, including transportation or transfers.
- We will not deny an inpatient facility for late submission of clinical information and will accept verbal concurrent reviews until such time that we communicate a change back to normal processes.

Pharmacy — Medicaid/Florida Healthy Kids/SMMC LTC/Clear Health Alliance

Effective August 28, 2019, through October 27, 2019, the following actions are being taken by the pharmacy team to ensure member access to medications is not disrupted:

- Refill Too Soon overrides (RTS): Enabled the ability to override the “Refill Too Soon” edit at the pharmacy point of sale. If a patient from the disaster area attempts to fill a prescription for lost or damaged medication and the claim rejects with a Reject 79 “Refill Too Soon,” the pharmacy should enter Submission Clarification Code “13” in NCPDP vD.0 field 420-DK “Submission Clarification Code.”
- This override code should be used to process claims only for these members through October 27, 2019. This date may be extended as needed. Please process claims using the following information:

Until September 30, 2019:

RXBIN: 003858

RXPCN: MA

RXGRP: WK3A

Starting October 1, 2019:

RXBIN: 020107

RXPCN: CH

RXGRP: WK3A

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

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

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

Pharmacy — Medicare Advantage

Effective August 28, 2019, through September 27, 2019, the following actions are being taken by the pharmacy team to ensure member access to medications is not disrupted:

- Refill Too Soon overrides (RTS): Enabled the ability to override the “Refill Too Soon” edit at the pharmacy point of sale. If a patient from the disaster area attempts to fill a prescription for lost or damaged medication and the claim rejects with a Reject 79 “Refill Too Soon,” the pharmacy should enter Submission Clarification Code “13” in NCPDP vD.0 field 420-DK “Submission Clarification Code.”
- This override code should be used to process claims only for these members through September 27, 2019. This date may be extended as needed. Please process claims using the following information:

RXBIN: 003858

RXPCN: MD

RXGroup: WM2A

Contact us

Member Services

- Medicaid/Clear Health Alliance: **1-844-406-2396 (TTY 711)**
- Florida Healthy Kids: **1-844-405-4298 (TTY 711)**
- SMMC LTC and 24-hour Nurse Helpline: **1-877-440-3738**
- 24-hour Behavioral Health crisis line: **1-800-221-5487**
- Medicare Advantage: **1-877-577-0115 (TTY 711)**

Provider Services:

- Medicaid/Florida Healthy Kids/Clear Health Alliance: **1-844-405-4296**
- SMMC LTC: **1-877-440-3738**
- Medicare Advantage: **1-844-405-4297**

Additional resources:

- Miami-Dade County Hurricane Guide: <https://www8.miamidade.gov/global/emergency/hurricane/home.page>
- Broward County Official Hurricane Site: <http://www.broward.org/hurricane/Pages/Default.aspx>
- Hillsborough County Emergency Management site: <https://www.hillsboroughcounty.org/en/residents/public-safety/emergency-management/stay-safe>
- Orange County Emergency Information: <http://www.ocfl.net/EmergencySafety/EmergencyInformation.aspx>