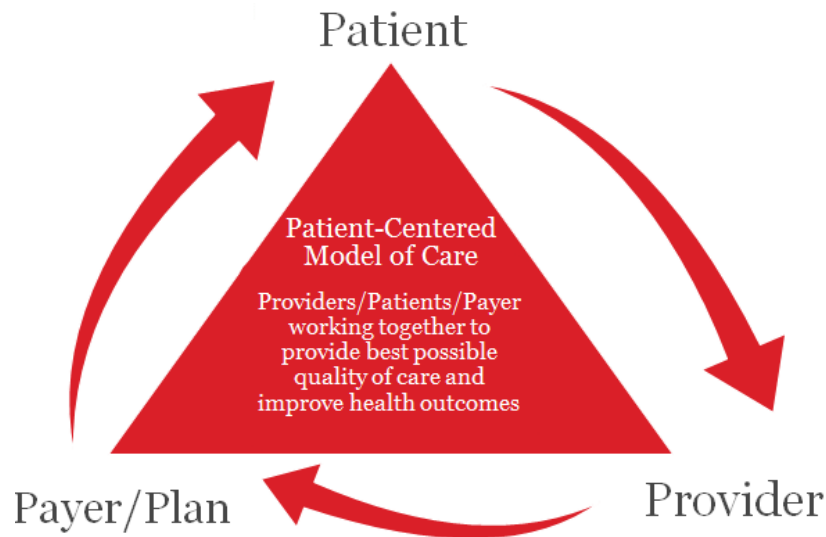


Clear Health Alliance (For Providers)

A Medicaid Health Plan for People Living with HIV/AIDS

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



Coordinated Care for Great Health

Leading HIV/AIDS physicians, Nurse Case Managers, Care Coordinators and experts, along with community partners, are the heart of Clear Health Alliance (CHA). Together, they work with patients to develop a treatment plan and coordinate services that match their needs.

Members in CHA may have complex needs due to their HIV Disease, comorbidities, co-occurring disorders and vulnerabilities associated with social determinants of health. As a result, many of our members have little to no social support systems. The CHA model leverages our close working relationships with existing provider associations and community-based organizations to ensure members with complex requirements receive all needed supports in a coordinated fashion.

Frequently Asked Questions

- Will patients lose benefits as they transition to CHA?
- Will patients be able to continue current treatment or services with providers not in the CHA provider network?
- Will patients be able to continue to fill their prescriptions with their current pharmacies?
- Will I have access to the patients' prior medical records?
- What kind of help can I expect to get from the Plan through the transition?
- How is CHA different from other Medicaid plans?
- Why should I choose to keep my patients enrolled with CHA?
- How will CHA protect my patients' privacy?
- Can patients remain in Ryan White Programs?
- Can any patient join?
- Where can I get more information on patients Medicaid benefits through CHA?
- How do I join the network?

Will patients lose Medicaid benefits as they transition to CHA?

Patients who transition from Positive Healthcare to CHA will maintain all Medicaid benefits and expanded/enhanced benefits as per Agency for Health Care Administration contract. The links below detail the expanded benefits available to your patients under CHA:

http://ahca.myflorida.com/medicaid/statewide_mc/pdf/mma/EB_Chart_Revised_101618.pdf

New expanded/enhanced benefits for your patients include coverage of six vaccines, including Human Papilloma Virus, Hepatitis B, Meningococcal, Influenza, Pneumonia, and TDap. In addition, CHA does not require authorization for HIV medications (except as required by the State Medicaid program).

In addition to the standard Medicaid benefits and expanded/enhanced benefits, the services below are new:

Services that are currently provided in the fee-for-service delivery system that will be covered by Statewide Medicaid Managed Care (SMMC) plans beginning December 1, 2018, include:

- Early Intervention Services (EIS)
- Medical Foster Care Services
- Child Health Services/Targeted Case Management Services
- Nursing Facility Services provided by Statewide Medicaid Managed Care Managed Medical Assistance plans

For additional information, please see the CHA Provider Manual at

https://www.clearhealthalliance.com/docs/FLFL_SMH_CHA_SMMCMMAProviderManual.pdf

Will patients be able to continue current treatment or services with providers not in the CHA provider network?

Those transitioning from Positive Healthcare to CHA will have continuity of care. In fact, CHA will **extend the Continuity of Care period from 60 to 90 days** to ensure that members that transition are able to continue to receive the services they need without interruption. Under the SMMC program, prior authorized, ongoing course of treatment with any provider, including those services previously authorized under the fee-for-service delivery system or another health plan, must be continued by the new health plan, in this case CHA, which will be responsible for the costs of continuation of the course of treatment. CHA will not require any form of authorization and cannot require that the services be provided by a participating (in network) provider. CHA will continue to provide those services for up to 90 days during the transition period or until a new treatment plan has been developed. **No service will be denied for absence of authorization in circumstances where care was in place prior to the transition date.**

CHA also maintains a network of behavioral health professionals under subcontractor Beacon Health Strategies. This is the current network that the transitioning members have accessed under the Positive Healthcare.

Experienced behavioral health care clinicians are available 24 hours a day, 7 days a week. By calling the dedicated Beacon Health Strategies line at **1-844-280-9633**, clinicians can assist with identifying the closest and most appropriate behavioral health service provider.

For additional information, please see the CHA Provider Manual at

https://www.clearhealthalliance.com/docs/FLFL_SMH_CHA_SMMCMMAProviderManual.pdf

Will patients be able to continue to fill their prescriptions with their current pharmacies?

CHA maintains an extensive pharmacy network, including chain pharmacies such as CVS, AHC Pharmacy, and others.

Will I have access to the patients' prior medical records?

CHA will encourage providers to complete an Authorization for Release of Information form, in order to request prior medical records to ensure uninterrupted continuation of treatment and care. CHA will provide information available to the plan to providers as needed (and as permitted by privacy laws) and will work with non-participating providers to help expedite the transfer of medical records to the assigned Primary Care Provider.

What kind of help can I expect to get from the Plan through the transition?

CHA has an established help line for providers and members to call in for any transition issues as necessary, including expedited authorization reviews for new services that may be needed and are outside of Continuity of Care provisions. Our dedicated CHA member services team, Case Managers and Care Coordinators will be available to assist through the transition.

CHA conducts welcome calls to all new members. Each of the Positive Healthcare transitioned members will have a dedicated Nurse Case Manager or Care Coordinator to assist the member throughout the transition period and beyond.

Case managers are available from Monday to Friday, 8 a.m. to 5 p.m.

- For urgent issues, assistance is available after normal business hours, on weekends and on holidays through the Provider Services line at **1-844-405-4296**.
- For CHA case managers, call **1-855-459-1566**.

Member Services is available Monday to Friday 8am to 7pm @ **1-844-406-2398**

How is CHA different from other Medicaid plans?

CHA is an HIV Specialty Plan. This is a health plan for people with Medicaid and living with HIV/AIDS. The providers who participate in our plan understand the special needs of people living with HIV/AIDS. They understand that you may need help to engage and maintain members in care and treatment.

We actively encourage our members to engage with local Ryan White agencies and providers for assistance with housing and peer support, and actively coordinate referrals to the agencies for services not covered by Medicaid, such as food bank, legal assistance, and inpatient substance abuse treatment.

We have, and continue to secure, contracts with FHQCs, mental health centers, Ryan White providers, former Project AIDS Care (PAC) waiver entities, and housing providers that have traditionally worked with homeless or other individuals who are challenging to engage with the aim of improving overall population health outcomes and costs of care. The community-based PAC waiver groups will be our "boots on the ground," in some cases and in some communities, to engage with members in their spaces and to help us close gaps in care. The groups can also help our members with maintaining Medicaid eligibility which can be challenging for members who are difficult to reach.

The University of Miami is our largest provider and their primary care and specialty network serve our HIV/AIDS adult, adolescent, and pediatric members. The National Institute of Health has designated the University of Miami as a Center for AIDS Research (CFAR). Our relationship with the University of Miami's Comprehensive AIDS Program provides a rich, highly qualified network of specialists for our members, as well as educational benefits for our staff and network providers throughout Florida through their association with the AIDS Education and Training Centers.

Why should patients stay enrolled with CHA?

CHA has provided services to persons living with HIV/AIDS since 2012, growing from 45 members to over 9,800 today. CHA is backed by Simply Healthcare Plans, Inc. (Simply), which has 35 years of local Florida-based experience in managed care, as well as by Anthem, Inc., one of the nation's largest providers of insurance. Our dedicated staff is committed to helping our providers ensure the best care for all of our members. CHA's staff includes medical, pharmacy, nursing and care coordination personnel with many years of experience serving the needs of people living with HIV/AIDS.

Key providers include FQHCs, County Health Departments, Rural Health Centers and providers from key Academic Institutions, including the University of Miami and the University of South Florida.

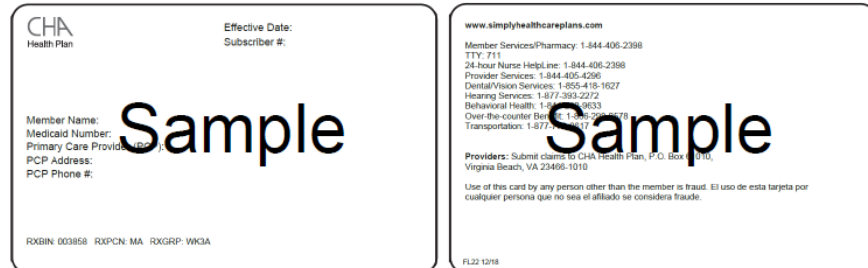
Our specialist network has been developed based on primary care provider recommendations of those providers who have experience in and a history of seeing HIV/AIDS patients

How will CHA protect my patients' privacy?

Our Privacy Pledge

At CHA, protecting the privacy of every member is important to us. Calls to or from the plan are kept private. Materials mailed will not show the name of the plan as well as a discreet logo that does not include our full name on all member materials. Healthcare information will not be shared without the member's permission.

Non Descriptive Logo on Member ID cards



Can patients remain in Ryan White programs?

Yes, patients can remain in the Ryan White programs that offer services, such as housing, food banks or support groups that may not be covered by Medicaid. The CHA team is here to support your office in all decisions regarding our members' care and treatment. Members in Miami-Dade who need Ryan White-funded services will get out-of-network referrals to these services through their care coordinators at the plan.

Where can I get more information about my patients Medicaid benefits?

Visit www.flmedicaidmanagedcare.com for more information about your patients' standard Medicaid benefits and covered services. Visit <https://www.flmedicaidmanagedcare.com/health/comparehealthplans> to learn more about SMMC health plans, including expanded/enhanced benefits. See comparison of expanded/enhanced benefits available to members in CHA vs. Positive Healthcare at the end of the document.

Providers may also call the Florida Medicaid Recipient Eligibility Verification Automated Voice Response System (AVRS) line at **1-800-239-7560**.

Please refer to the Provider area of the CHA website at <https://www.clearhealthalliance.com/florida-provider/learn-about-availability> for all of the services below, including the member eligibility.

- Claims
- Claims Status Inquiry
- Claims Status Inquiry and claim dispute
- Clear Claims Connection
- Authorizations
- Prior authorization lookup tool
- Eligibility and benefits inquiry
- Member Panel Listings
- Member Reports
- Registration for Provider Online Reporting
- Patient 360

How do I join the CHA network?

Specialty and other providers that are interested in joining our network of exceptional health care professionals can expect to have support with online self-service tools as well as live-agents, case management resources and local provider relations staff that are committed to your success. Please contact the plan directly at **1-844-405-4296** for more information.

ADDITIONAL INFORMATION

Community Partnerships

Since its inception, CHA has developed relationships with the Community Based Organizations that many of our members receive services from, in order to more effectively address all areas of health, including physical, psychosocial and wellness needs. As an HIV/AIDS Specialty Plan, CHA has most closely worked with Ryan White-funded and Project AIDS Care (PAC) Medicaid Waiver providers, many of whom also provided primary care services to our members.

With the end of the PAC program in December of 2017, CHA and Simply leadership sought to formalize some of these relationships in order to assist the plan with field and local support related to outreach activities. The overall goal of the partnerships is to locate and engage homeless, transient and/or difficult to engage members in order to improve health outcomes. Part of this work includes addressing knowledge deficits and linkage to resources within the member's own communities, to address needs other than medical care that may be barriers to improved health outcomes.

Case and Disease Management

Our diverse team with extensive professional experience with HIV/AIDS services (Ryan White, Project AIDS Care Waiver, Substance Abuse, Mental Health, Nursing, Social Work, and ASOs/CBOs), are multi-ethnic, multi-lingual and culturally sensitive to the needs of our members.

Integrated Team Approach



Expanded Benefits (Services that are covered in addition to your current benefits) Contact the plan for benefit limits

Positive Healthcare Florida
[Specialty Plan]
Clear Health Alliance [Specialty Plan]

Contact and Plan Information		
General Expanded Benefits - Available for children and/or adults		
Cellular Services (minutes and/or data)		✓
Circumcision (newborns only)	✓	✓
CVS Discount Program (20% discount off certain items)		
Doula Services (birth coach who helps pregnant women)		✓
Home Delivered Meals	✓	✓
Housing Assistance (rent, utilities, and/or grocery assistance)		✓
Meal Stipend (available for long distance medical appointment day-trips)	✓	✓
Over-the-Counter Benefit	✓	✓
Swimming Lessons (children only)		
Transportation Services to Non-Medical Appointments/Activities		
Adult Expanded Benefits - These services are only available for adults because they are already covered for children on Medicaid when medically necessary		

Acupuncture Services		✓
Art Therapy		✓
Behavioral Health Assessment/Evaluation Services		
Behavioral Health Day Services/Day Treatment		✓
Behavioral Health Intensive Outpatient Treatment		✓
Behavioral Health Medical Services (e.g., medication management, drug screening, etc.)		✓
Behavioral Health Psychosocial Rehabilitation		
Behavioral Health Screening Services		✓
Chiropractic Services		✓
Computerized Cognitive Behavioral Therapy		✓
Durable Medical Equipment/Supplies		✓
Equine Therapy		
Group Therapy (Behavioral Health)		
Hearing Services	✓	✓
Home Health Nursing/Aide Services	✓	✓
Home Visit by a Social Worker		
Homemaker Services (e.g., hypoallergenic carpet cleanings)		
Individual/Family Therapy		
Massage Therapy		✓
Medication Assisted Treatment Services		
Mental Health Targeted Case Management		
Nutritional Counseling	✓	✓
Occupational Therapy		✓
Outpatient Hospital Services	✓	✓
Pet Therapy		
Physical Therapy		✓
Prenatal Services	✓	✓
Primary Care Services	✓	✓
Respiratory Therapy		✓
Speech Therapy		✓

Substance Abuse Treatment or Detoxification Services (Outpatient)		
Therapeutic Behavioral On-Site Services		
Vaccine - Pneumonia	✓	✓
Vaccine - Influenza	✓	✓
Vaccine - Shingles	✓	
Vaccine - Tdap		✓
Vision Services	✓	✓
Waived Copayments	✓	✓
Specialty Plan Services - These services are only available for enrollees in a specialty plan		
Care Grant		
Collaborative Care		
Home and Community-Based Services	✓	
Life Skills Development		
Transition Assistance - Youth Aging Out of Foster Care		
Vaccine - Hepatitis B		✓
Vaccine - Human Papilloma Virus		✓
Vaccine - Meningococcal		✓