



Medicaid Reference Guide



Vendor information

Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) provide services for members enrolled in Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) and Statewide Medicaid Managed Care Long-Term Care (SMMC LTC). Simply and CHA collaborate with vendors who provide services for our members. Contact information for these vendors is below.

Service	Vendor	Contact information
Behavioral health services	Carelon Behavioral Health, Inc.	844-375-7215 (Simply and LTC with Simply) 844-280-9633 (CHA)
Chiropractic/acupuncture 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 benefit manager	CarelonRx, Inc.	833-235-2030
Podiatry	Podiatry Network Solutions (PNS)	844-222-3939
PT/ST/OT therapy services	Health Network One, Inc. (HN1)	888-550-8800
Radiology authorizations	Carelon Medical Benefits Management, Inc.	800-252-2021
Vision services	iCare	855-373-7627

Member transportation

Organization/program	Contact information
Ride2MD (non-emergency transportation)	CHA: 877-671-6671 MMA: 844-628-0388 LTC: 844-671-6662

Claims submissions

Paper claims	Electronic claims	
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010	Availity Essentials electronic data interchange (EDI) Payer ID	Simply: SPLY
		CHA: CLEAR

Availity Essentials:

- Direct data entry claim submission
- Claim status
- Member eligibility
- Electronic claim submission
- Reports
- Electronic prior authorization requests and checking for authorization rules
- Claims dispute/appeals
- Medical authorization/referrals
- Payment dispute
- Live and on-demand training

Visit <https://Availity.com>.

Claims dispute process

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

Visit our websites for more information:

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

To check authorization requirements, visit <https://provider.simplyhealthcareplans.com> or <https://provider.clearhealthalliance.com> > Resources > Precertification Lookup Tool.

Authorizations

Online	From the Availity Essentials home page, select Patient Registration from the top navigation. Select Auth/Referral Inquiry or Authorizations .
Phone	844-405-4296
Fax	800-964-3627

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

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



Provider Services

Phone: 844-405-4296

Provider manager information:

Name	
Phone	
Email	

Member advocate information:

Name	
Phone	
Email	

Health promotions representative information:

Name	
Phone	
Email	

Member Services and 24/7 NurseLine

SMMC MMA	844-406-2396
SMMC LTC	877-440-3738
CHA	844-406-2398

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.

Use EnrollSafe at <https://enrollsafe.payeehub.org> to register and manage EFT account changes.

Providers who are registered to receive EFT payments will receive an 835 within three days of the EFT payment date.

ERA enrollment

ERA (835)

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 <https://Availity.com>.
2. Select **My Providers**.
3. Select **Enrollment Center** and then select **Transaction Enrollment**.

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

Availity Essentials	800-282-4548
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Key community contacts

Vaccines for Children (for SMMC MMA only)	800-483-2543
Immunization Registry (SHOTS)	877-888-SHOT (877-888-7468)
Women, Infants, and Children and Nutritional Service	800-342-3556
Florida Quitline (smoking cessation)	877-U-CAN-NOW (877-822-6669)
Behavioral Health Crisis Intervention Toolkit	https://tinyurl.com/9mb3ts3n

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan. CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of the health plan. Carelon Medical Benefits Management, Inc. is an independent company providing utilization review services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com> • <https://provider.clearhealthalliance.com>

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