

## Hurricane Isaias

*This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Florida Healthy Kids (FHK) and the Medicare Advantage program for Simply.*

Due to Hurricane Isaias, the Governor of Florida has issued a state of emergency. At this time, Simply and CHA will be operating during normal business hours, and our call centers will remain open.

We are here to work closely with you to ensure 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 Isaias.

### **Pharmacy — Simply and CHA, long-term care (LTC), FHK**

The following actions are being taken by the Pharmacy team to ensure member access to medications is not disrupted:

- Simply has implemented the Emergency Refill Too Soon (RTS) procedures for health plan members. We have enabled the ability to override the “Refill Too Soon” edit at the pharmacy point of sale.

Note: In order to receive an early refill, members must have a refill on file. If there is no refill on file, the pharmacy will contact the provider in order to obtain one.

Please process claims using the following information:

BIN	020107
PCN:	CH
RxGroup:	WK3A

Pharmacies should contact the IngenioRx\* Pharmacy Help Desk for additional assistance in overriding RTS rejects.

\* IngenioRx, Inc. is an independent company providing pharmacy benefit management services and some utilization review services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

<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. Simply Healthcare Plans, Inc. dba 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.

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

**Pharmacy — Medicare Advantage**

Effective July 31, 2020, through August 31, 2020, the following actions are being taken by the Pharmacy team to ensure member access to medications is not disrupted:

- Simply has implemented the Emergency Refill Too Soon (RTS) procedures for Medicare Advantage members. We have enabled the ability to override the “Refill Too Soon” edit at the pharmacy point of sale.

Note: In order to receive an early refill, members must have a refill on file. If there is no refill on file, the pharmacy will contact the provider in order to obtain one.

This override code should be used to process claims only for these members through August 31, 2020. This date may be extended to comply with extensions to the Governor’s original Executive Order. Please process claims using the following information:

BIN	020115
PCN:	IS
RxGroup:	WM2A

Pharmacies should contact the IngenioRx Pharmacy Help Desk for additional assistance in overriding RTS rejects.

**Contact us:**

**Member Services**

- Medicare Advantage — Simply: **1-877-577-0115 (TTY 711)**
- Medicaid — Simply and CHA: **1-844-406-2396 (TTY 711)**
- FHK — Simply: **1-844-405-4298 (TTY 711)**
- LTC and 24/7 NurseLine: **1-877-440-3738**
- 24-hour Behavioral Health Crisis Line: **1-800-221-5487**

**Provider Services:**

- Medicaid — Simply and CHA: **1-844-405-4296**
- Medicare Advantage — Simply: **1-844-405-4297**
- LTC: **1-877-440-3738**
- IngenioRx Pharmacy Help Desk: **1-833-235-2030**

**Additional information/resources:**

Office of the Governor	<a href="https://www.flgov.com">https://www.flgov.com</a>
Department of Health	<a href="http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/current-hazards/hurricane-info.html">http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/current-hazards/hurricane-info.html</a>
American Red Cross	<a href="https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html">https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html</a>
Agency for Health Care Administration	<a href="https://ahca.myflorida.com/prepare">https://ahca.myflorida.com/prepare</a>
Florida Division of Emergency Management	<a href="https://www.floridadisaster.org">https://www.floridadisaster.org</a>