



## Resource Guide for Clear Health Alliance

Florida | Clear Health Alliance (CHA) | Statewide Medicaid Managed Care (SMMC)

This reference guide has a list of the departments and contact information at CHA that can help you with care coordination and authorization of services for our members. CHA provides services in regions A through I. For more information, contact Provider Services at **844-405-4296** or visit <https://provider.clearhealthalliance.com>.

### Behavioral health — case management — Carelon Behavioral Health, Inc.

**Support provided:** help with coordination of appointments for behavioral health and substance use needs; links to community services and resources, member education, coordination with treating providers, and participation in the Florida Department of Children and Families (DCF) planning process outlined in *Section 394.75, F.S.*; and the provision of enhanced care coordination and management for high-risk populations

#### Contact information:

- Phone: **844-406-2398 (TTY 711)**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 7 p.m.
- Contact after hours or weekends: **844-375-7215**
- Special instructions for after hours or weekends: Press 1 for English or 2 for Spanish; press 9 for an emergency, and you will be transferred to a clinician.

#### Escalation contact:

- Primary: Behavioral Health Management team
- Email: [dl-BHManagerTeam@simplyhealthcareplans.com](mailto:dl-BHManagerTeam@simplyhealthcareplans.com)
- To find local mental health and substance use services, use the [provider directory](#) for Carelon Behavioral Health.

### Behavioral health — utilization management — Carelon Behavioral Health

**Support provided:** authorizations related to behavioral health services, referrals, treatment centers, the behavioral health directory, and behavioral health case management

#### Contact information:

- Phone: **844-375-7215**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 8 p.m.
- Contact after hours or weekends: **844-375-7215**

#### Escalation contact:

- Primary, including for opioid use disorder (OUD)/substance use disorder (SUD): Ellen Rostafin
- Phone: **786-376-4690**

<https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.  
FLCHA-CD-079315-25 March 2025

- Secondary: Patrick Glynn
- Phone: **786-559-8400**
- To find local mental health and substance use services, use the [provider directory](#) for Carelon Behavioral Health.

### Case management

**Support provided:** case and disease management and support including HIV education and plan services/benefits, coordination of physical and behavioral healthcare, and links to community-based organizations as needed for housing, legal, support, and other areas (in other words, help with appointments post discharge, linking our members to community services, condition education, coordination with treating providers)

#### Contact information:

- Phone: **855-459-1566**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends: **844-406-2398 (TTY 711)**, or call our 24/7 NurseLine
- Special instructions for after hours or weekends: Messages left on the Case Management Line are checked twice daily and returned within one business day.

#### Escalation contact:

- Primary: DL-CHAManagement@simplyhealthcareplans.com
- Secondary: **813-326-5080**

### Perinatal care support

**Support provided:** regular assistance and help with appointment coordination for members (providers, transportation), help coordinating services after inpatient or emergency room (ER)-related events, referral and links to community resources, and referral to behavioral health services

#### Contact information:

- Phone: Provider Services: **844-405-4296**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends for members only: **844-406-2398**, say 24/7 NurseLine when prompted about the reason for the call.
- Special instructions for members only during after-hours or weekends: There are two options available, the Nurse Advice Line and the Case Management department voicemail. If it is an urgent matter, the member must use the Nurse Advice Line. The nurse will assist or transition to an on-call after-hours Case Management representative. If not urgent, the member can use the Case Management department option and leave a voicemail with first and last name, date of birth, a contact number, and a brief description of the help needed. Calls will be returned as soon as possible or within 12 hours.

#### Escalation contact:

- Primary: Case Management Referrals

- Email: [dl-CM/BHReferrals@elevancehealth.com](mailto:dl-CM/BHReferrals@elevancehealth.com)

#### **Pharmacy No Change Needed**

**Support provided:** authorizations related to retail drugs, specialty drugs, and information on what drugs require a preapproval

#### **Contact information:**

- Phone: **877-577-9044**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 8 p.m.
- Contact after hours or weekends: **833-235-2030**
- Special instructions for after hours or weekends: The pharmacy benefit management call center is available 24/7 and can assist providers with a 72-hour emergency supply of medication as necessary based on applicable contract requirements.

#### **Subcontracted utilization management services**

#### **Acupuncture/Chiropractic — American Specialty Health (ASH)**

**Support provided:** acupuncture and chiropractic provider network and services

#### **Contact information:**

- Phone: **800-972-4226**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends: See escalation contact details below.

#### **Escalation contact:**

- Primary: Carol Gallardo
- Email: [CarolG@ashn.com](mailto:CarolG@ashn.com)
- Phone: **800-848-3555, ext. 3835**

#### **Dermatology — Dermatology Network Solutions (DNS)**

**Support provided:** dermatology provider network

#### **Contact information:**

- Phone: **844-222-3535**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends: See escalation contact details below.
- Special instructions for after hours or weekends: Reach out via email and/or cell phone to Daniela Cardoso. If unavailable, Nancy Kanaplue will handle needs.

#### **Escalation contact:**

- Primary: Daniela Cardoso
  - Phone: **786-606-3945**
  - Email: [daniela@pns-mgmt.com](mailto:daniela@pns-mgmt.com)
- Secondary: Nancy Kanaplue

- Phone: **305-790-4905**
- Email: [nancy@pns-mgmt.com](mailto:nancy@pns-mgmt.com)

#### Hearing — 20/20 Hearing Care Network

**Support provided:** hearing services

##### **Contact information:**

- Phone: **844-575-4327**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends: **561-638-5790**

##### **Escalation contact:**

- Primary: Dr. Elliott Solomon
  - Phone: **561-638-5790**
- Secondary: Dr. Robert Coppola
  - Phone: **954-917-2337 ext. 1024**

#### Home health/durable medical equipment (DME) — Integrated Home Care Services, Inc. (IHCS)

**Support provided:** home health, DME, home IV infusion

##### **Contact information:**

- Phone: **844-215-4264**
- Hours of operation during non-holidays: Monday through Friday, 8:30 a.m. to 7 p.m., and Saturdays, 8:30 a.m. to 5:30 p.m.
- Contact after hours or weekends: **844-215-4264**
- Special instructions for after hours or weekends: A 24/7 after-hours answering service is available Monday through Friday, 7 p.m. to 8:30 a.m., and on weekends, Saturday, 5:30 p.m. to 8 a.m. Monday morning, and every holiday.

##### **Home health escalation contact:**

- Primary: Maria Garron
- Phone: **844-215-4264, ext. 7361**

##### **DME escalation contact:**

- Primary: Nicole Huie
- Phone: **844-215-4264, ext. 7367 | 754-215-8102**

##### **Home IV infusion escalation contact:**

- Primary: Kevin Simas
- Phone: **844-215-4264, ext. 7489 | 954-232-0215**

#### Podiatry — Provider Network Solutions (PNS)

**Support provided:** podiatry provider network

**Contact information:**

- Phone: **844-222-3939**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.
- Contact after hours or weekends: See escalation contact details below.
- Special instructions for after hours or weekends: Reach out via email and/or cell phone to Daniela Cardoso. If unavailable, Nancy Kanaplue will handle needs.

**Escalation contact:**

- Primary: Daniela Cardoso
  - Phone: **786-606-3945**
  - Email: [daniela@pns-mgmt.com](mailto:daniela@pns-mgmt.com)
- Secondary: Nancy Kanaplue
  - Phone: **305-790-4905**
  - Email: [nancy@pns-mgmt.com](mailto:nancy@pns-mgmt.com)

**Radiology — Carelon Medical Benefits Management, Inc.**

**Support provided:** utilization management for radiology

**Contact information:**

- Phone: 877-202-5276
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 8 p.m.
- Contact after hours or weekends: 844-406-2398
- Special instructions for after hours or weekends: Contact 24-hour NurseLine via Member Services at 844-406-2398 (TTY 711) and say 24 NurseLine when prompted about the reason for your call. The ordering physician can enter cases 24/7 via the Carelon Medical Benefits Management website at [providerportal.com](http://providerportal.com).

**Escalation contact:**

- Primary: Nancy Gifford
  - Phone: **224-301-5535**
  - Email: [nancy.gifford@carelon.com](mailto:nancy.gifford@carelon.com)
- Secondary: Ann Kozak
  - Email: [service.mbm@carelon.com](mailto:service.mbm@carelon.com)
- Special instructions: The ordering physician can enter cases via the website listed above 24/7.

**Therapies — Health Network One, Inc. (HN1)**

**Support provided:** physical therapy, occupational therapy, and speech therapy provider network and services

**Contact information:**

- Phone: **888-550-8800**
- Hours of operation during non-holidays: Monday through Friday, 8:30 a.m. to 5 p.m.

- Contact after hours or weekends: **888-550-8800**
- Special instructions for after hours or weekends: Follow the HN1 message instructions to be connected to the on-call utilization management supervisor.

**Escalation contact:**

- Primary Phone: **888-550-8800**
- Hours of operation during non-holidays: Monday through Friday, 8:30 a.m. to 5 p.m.
- Primary: Terri Epp
- Email: EppT@healthsystemone.com

**Transportation**

**Support provided:** non-emergency transportation (statewide)

**Contact information:**

- Phone: **877-671-6671** (reservations)
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 7 p.m.
- Contact after hours or weekends: **877-671-6671** (reservations)

**Escalation contact:**

- Primary: Alex Batista
  - Phone: **786-865-6556**
- Secondary: Bob Beers
  - Phone: **305-308-8110**

**Vision — iCare**

**Support provided:** providers are able to call the toll-free provider help line to connect to the Utilization Management department; Utilization Management personnel are available to speak with providers and help with preapproval requests for elective surgeries and procedures

**Contact information:**

- Phone: **855-373-7627** or **305-418-2025**
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 7 p.m.
- Contact after hours or weekends: **855-373-7627** or **305-418-2025**
- Special instructions for after hours or weekends: providers contractually agree to provide emergent medically necessary care to members after hours or on weekends, and the providers do not have to call the Utilization Management department to obtain preapproval. If a member or provider experiences an emergency during after-hours or on the weekends, the member should be directed to call 911 and the provider should treat the member and notify iCare on the next business day.

**Escalation contact:**

- Primary: Olga Hernandez

- Cell Phone: **305-849-9301**
- Secondary: Support Services Call Center:
  - Phone: **855-418-1627**

**Utilization management**

**Support provided:** authorizations related to outpatient services, including home health, IV infusion, DME, pain management, diagnostic testing, and complex therapies

**Contact information:**

- Phone: **866-223-3205** for outpatient and **866-233-3392** for DME/home health
- Hours of operation during non-holidays: Monday through Friday, 8 a.m. to 5 p.m.

**Community resources:**

<b>Support and resources provided</b>	<b>Website</b>
Help finding food, jobs, housing, and other resources for members	<a href="http://clearhealthalliance.com/florida/get-help/community-resources.html">clearhealthalliance.com/florida/get-help/community-resources.html</a>
Testing services, HIV learning opportunities, and PrEP	<a href="http://hiv.gov">hiv.gov</a>
Trusted source of information about HIV/AIDS	<a href="http://poz.com">poz.com</a>
AIDS education and training — Southeast AIDS Education and Training Center (SE AETC)	<a href="https://aidsetc.org/aetc-program/southeast-aetc">https://aidsetc.org/aetc-program/southeast-aetc</a>
Culturally specific programming to address the unique needs of Black people living with HIV/AIDS	<a href="https://blackaids.org">https://blackaids.org</a>
Housing resources for people living with HIV/AIDS	<a href="http://floridahealth.gov/diseases-and-conditions/aids/patient-care/hopwa.html">floridahealth.gov/diseases-and-conditions/aids/patient-care/hopwa.html</a>

Resources for people living with HIV including care and treatment, health care coverage, housing and job resources, mental health support, and more	<a href="https://www.cdc.gov/hiv/basics/livingwithhiv/resources.html">cdc.gov/hiv/living-with/?CDC_AAref_Val=https://www.cdc.gov/hiv/basics/livingwithhiv/resources.html</a>
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To ensure optimal continuity of care, it is important and encouraged to connect the patient with a PCP. For guidance on how to access and validate a patient's PCP, please contact **844-405-4296**.

**Additional CHA resources:**

- Provider directory: [clearhealthalliance.com/florida/care/find-a-doctor.html](https://clearhealthalliance.com/florida/care/find-a-doctor.html)
- Provider Manual: <https://provider.clearhealthalliance.com/florida-provider/manuals-and-guides>
- Provider education: <https://provider.clearhealthalliance.com/florida-provider/training-academy>



**Email is the quickest and most direct way to receive important information from us.**

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the left or via our online form: <https://bit.ly/signup-sml-fl>.