

Clear Health Alliance Resource Guide

This reference guide provides a list of the departments at (CHA) that may be helpful in assisting with coordination and authorization of services that a member may need. CHA has also provided names of their team who may assist with any issues that have not been resolved in a timely manner and need to be escalated. CHA provides services in regions 1 through 11, and also provides services for LTC. For more information, contact CHA at **844-405-4296** or check their website at <https://provider.clearhealthalliance.com>.

Behavioral health – case management (Beacon Health Options* (Beacon))

Support provided: assisting with appointments post discharge, linking members to community services, education on condition, coordination with treating providers, participating in the DCF planning process outlined in s. 394.75, F.S., and the provision of enhanced care coordination and management for high-risk populations.

Phone number: 844-406-2396 (TTY 711)

Hours of operation during non-holidays: Monday through Friday from 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 emergency, will then be transferred to a clinician.

Escalation contact

Primary: Behavioral Health Management team

Email: dl-BHManagerTeam@anthem.com

To connect with local mental health and substance use services, visit:

- Florida Behavioral Health Impact's [Mental Health Resource Directory](#)

Behavioral health – utilization management – Beacon

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

Phone number: 844-375-7215

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 8 p.m.

Contact after hours or weekends: 844-375-7215

Special instructions for after hours or weekends: N/A

Escalation contact

* Beacon Health Options is an independent company providing behavioral health services on behalf of Clear Health Alliance. AIM Specialty Health, Inc. is an independent company providing some utilization review services on behalf of Clear Health Alliance. ModivCare is an independent company providing transportation services on behalf of Clear Health Alliance. Health Network One, Inc. is an independent company providing administrative services on behalf of Clear Health Alliance. 20/20 Hearing Care Network is an independent company providing hearing care services on behalf of Clear Health Alliance. Integrated Home Care Services, Inc. is an independent company providing in-home care services on behalf of Clear Health Alliance. Provider Network Solutions is an independent company providing podiatry services on behalf of Clear Health Alliance. Dermatology Network Solutions is an independent company providing dermatology services on behalf of Clear Health Alliance.

<https://provider.clearhealthalliance.com>

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

FLCHA-CD-002720-22 June 2022

Revised July 2022

Primary, including for Opioid Use Disorder (OUD)/ Substance Use Disorder (SUD):

Ellen Livingston

phone number: **786-376-4690**

Secondary:

Patrick Glynn

phone number: **305-722-3078**

To connect with local mental health and substance use services, visit:

- Florida Behavioral Health Impact's [Mental Health Resource Directory](#)

Case management

Support provided: case and disease management and support including education on HIV and plan services/benefits, coordination of physical and behavioral health care, and linkage to community-based organizations as needed for housing, legal, support and other areas (in other words assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers)

Phone number: 855-459-1566

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.

Contact after hours or weekends: 844-406-2398 (TTY 711) Call our 24-hour Nurse HelpLine

Special instructions for after hours or weekends: Messages left on Case Management Line are checked twice daily and returned within one business day

Escalation contact:

Primary: Alina Orozco

Phone number: **786-395-0989**

Secondary: Kristi Harding

Phone number: **813-425-8020**

Perinatal care support

Support provided: regular assistance with appointment coordination (providers, transportation), assistance with services coordination after inpatient or ER related events, referral and linkage with community resources, and referral to BH services

Phone number: Provider Services **844-405-4296**, enter NPI, press #4

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.

Contact after hours or weekends: 844-406-2396 say "24 Nurseline" when prompted about the reason for your call.

Special instructions for after hours or weekends: There are two options available, the Nurse Advice Line or the CM dept. voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after hours CM representative. If not urgent, member can use the CM dept. option leaving a voicemail with first and last name, date of birth, a contact number, and a brief description of the assistance needed. Call will be returned as soon as possible or within 12 hours.

Escalation contact

Primary: Pedro Cachon, MGR I Case Management

Phone Number: **786-306-6715**

Secondary: On-duty case management representative

Phone Number: **813-293-0835**

Pharmacy

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

Phone number: 877-577-9044

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 8 p.m. ET

Contact after hours or weekends: 833-235-2030

Special instructions for after hours or weekends: The PBM 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

Escalation contact

Primary: Conrad Roux

Phone number: **786-559-0024**

Secondary: Oscar Chacon

Phone number: **786-509-0623**

Subcontracted utilization management services

Dermatology – Dermatology Network Solutions* (DNS)

Support provided: dermatology provider network

Phone number: 844-222-3535

Hours of operation during non-holidays: Monday to 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 number: **786-606-3945**// Email: daniela@pns-mgmt.com

Secondary: Nancy Kanaplue

Phone number: **305-790-4905** // Email: nancy@pns-mgmt.com

Hearing - 20/20 Hearing Care Network*

Support provided: hearing services

Phone number: 877-583-2842

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.

Contact after hours or weekends: 561-638-5790

Escalation contact

Primary: Dr. Elliott Solomon

Phone number: **561-638-5790**

Secondary: Dr. Robert Coppola

Phone number: **954-695-7479**

Home Health/Durable Medical Equipment – Integrated Home Care Services, Inc.* (IHCS)

Support provided: home health, durable medical equipment (DME), home IV infusion

Phone number: 844-215-4264

Hours of operation during non-holidays: Monday through Friday from 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: After hours answering service is available 7-days a week. Monday through Friday from 7 p.m. to 8:30 a.m., and on weekends, Saturday from 5:30 p.m. to 8 a.m. Monday morning, and every holiday.

Escalation contact

Home Health

Primary: Maria Garron

Phone number: **954-394-3545**

DME

Primary: Nicole Huie

Phone number: **754-215-8102**

Home IV Infusion

Primary: Kevin Samas

Phone number: **844-215-4264, ext. 7489.**

Podiatry – Provider Network Solutions* (PNS)

Support provided: podiatry provider network

Phone number: 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 number: **786-606-3945**// Email: daniela@pns-mgmt.com

Secondary: Nancy Kanaplue

Phone number: **305-790-4905** // Email: nancy@pns-mgmt.com

Radiology - AIM Specialty Health®

Support provided: utilization management for radiology

Phone number: 800-714- 0040

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 8 p.m.

Contact after hours or weekends: 844-406-2396

Special instructions for after hours or weekends: Contact 24-hour nurse line via CHA Member Services 1-844-406-2396 (TTY 711) say “24 Nurseline” when prompted about the reason for your call. The ordering physician can enter cases 24/7 via the AIM provider portal, www.providerportal.com

Escalation contact

Primary: Mariam Jafri

Phone number: **224-284-1645**

Secondary: Nancy Armatas

Phone number: **224-278-4630**

Special Instructions: Ordering physician can enter cases via portal 24/7

Therapies - Health Network One, Inc. (HN1)

Support provided: PT/OT/ST provider network and services

Phone number: 888-550-8800

Hours of operation during non-holidays: Monday through Friday from 8:30 a.m. to 5 p.m.

Contact after hours or weekends: 844-406-2396

Special instructions for after hours or weekends: Contact 24-hour nurse line via CHA Member Services **844-406-2396** (TTY 711), say "24 Nurseline" when prompted about the reason for your call.

Escalation contact

Primary phone number:

888-550-8800; Monday through Friday 8:30 a.m. to 5 p.m.

Transportation – MCT*

Support provided: non-emergency transportation for regions 10 and 11.

Phone number: 844-628-0388

Hours of operation during non-holidays: 24/7

Contact after hours or weekends: 844-628-0388

Escalation contact

Primary: Alex Batista

phone number: **786-865-6556**

Secondary: Bob Beers

phone number: **305-308-8110**

Transportation – Ride2MD*

Support provided: non-emergency transportation for regions 1 through 9.

Phone number: **866-372-9794** (reservations)

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.

Contact after hours or weekends: **866-372-9794** (Reservations)

Escalation contact

Primary: Alex Batista

Phone number: **786-865-6556**

Secondary: Bob Beers

Phone number: **305-308-8110**

Vision- iCare*

Support provided: Providers are able to call the toll-free provider help line to connect to the UM department. UM personnel are available to speak with providers and assist with authorization requests for elective surgeries and procedures.

Phone number: 855-373-7627 or 305-418-2025

Hours of operation during non-holidays: Monday through Friday from 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 UM to obtain authorization. If a member or provider experiences an emergency during after-hours or on the weekends, the member should be directed to call **9-1-1** and the provider should be reminded to treat the member and notify iCare on the next business day.

Escalation contact: See above

Utilization management

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

Phone number: 844-405-4296

Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 6 p.m.

Contact after hours or weekends: 844-405-4296, ext. 106-121-3001 for OP, and ext. 106-103-5158 for DME/home health.

Special instructions for after hours or weekends: Leave a voice message and we will return your call within 24 hours

Community resources:

Supports and resources provided	Website
For help finding food, jobs, housing and other resources	https://www.clearhealthalliance.com/florida/get-help/community-resources.html
Testing services, HIV learning opportunities and PrEP	https://www.hiv.gov
Trusted source of information about HIV/AIDS	https://www.poz.com
AIDS Education and Training, National Coordinating Resource Center	https://aidsetc.org/aetc-program/southeast-aetc
Culturally specific programming to address the unique needs of Black people living with HIV/AIDS	https://blackaids.org
Housing resources for people living with HIV/AIDS	https://www.benefits.gov
Housing resources for people living with HIV/AIDS	http://www.floridahealth.gov/diseases-and-conditions/aids/patient-care/hopwa.html
Resources for people living with HIV including care and treatment,	https://www.cdc.gov/hiv/basics/livingwithhiv/resources.html

health care coverage, housing and job resources, mental health support and more	
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To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient’s PCP, please contact **844-405-4296**.

CHA provider directory

<https://www.clearhealthalliance.com/florida/care/find-a-doctor.html>

CHA Provider Manual

https://provider.clearhealthalliance.com/docs/inline/FLFL_SMH_CHA_SMMCMMAProviderManual.pdf?v=202102231922

CHA provider education

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



Email is the quickest and most direct way to receive important information from Clear Health Alliance.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/2ZoU8so>).

