

Clear Health Alliance Resource Guide

This reference guide provides a list of the departments at Clear Health Alliance (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. For more information, contact CHA at **844-405-4296** or check their website at <https://provider.clearhealthalliance.com>.

Behavioral health — Case management (Carelton Behavioral Health, Inc.)*

Support provided: Assisting with appointments post discharge, linking members to community services, education on condition, coordination with treating providers, and participating in the 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 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, you 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 — Carelon Behavioral Health, Inc.

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

* Carelon Behavioral Health, Inc. is an independent company providing utilization management 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.

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Contact information:

- 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**

Escalation contact:

- Primary, including for opioid use disorder (OUD)/substance use disorder (SUD): Ellen Livingston-Rostafin
- 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 healthcare, 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)

Contact information:

- 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)**, or 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 behavioral health services.

Contact information:

- Phone number: Provider Services: **844-405-4296**, enter NPI, select **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 Case Management department voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after hours Case Management representative. If not urgent, member can use the Case Management department 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, 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 prior authorization.

Contact information:

- Phone number: **877-577-9044**
- Hours of operation during non-holidays: Monday through Friday from 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.

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

Contact information:

- Phone number: **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 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

Contact information:

- Phone number: **844-575-4327**
- 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: **954-917-2337 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 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 seven 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.

Home health escalation contact:

- Primary: Maria Garron
- Phone number: **954-394-3545**

DME escalation contact:

- Primary: Nicole Huie
- Phone number: **754-215-8102**

Home IV infusion escalation contact:

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

Podiatry — Provider Network Solutions* (PNS)

Support provided: Podiatry provider network

Contact information:

- 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® (AIM)*

Support provided: Utilization management for radiology

Contact information:

- 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 at **844-406-2396 (TTY 711)**, and say *24 Nurseline* when prompted about the reason for your call. The ordering physician can enter cases 24/7 via the AIM provider website at 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 website 24/7

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

Support provided: Physical therapy/occupational therapy/speech therapy provider network and services

Contact information:

- 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 at **844-406-2396** (TTY **711**), and say *24 Nurseline* when prompted about the reason for your call.

Escalation contact:

- Primary phone number: **888-550-8800**;
- Hours of operation during non-holidays: Monday through Friday 8:30 a.m. to 5 p.m.

Transportation

Support provided: Non-emergency transportation (statewide)

Contact information:

- Phone number: **866-372-9794** (reservations)
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 7 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 Utilization Management department. Utilization Management personnel are available to speak with providers and assist with authorization requests for elective surgeries and procedures.

Contact information:

- 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 the Utilization Management department 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 **911** 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.

Contact information:

- 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 outpatient, 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

Supports and resources provided	Website
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, health care coverage, housing and job resources, mental health support, and more	https://www.cdc.gov/hiv/basics/livingwithhiv/resources.html

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**.

- 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>).

