

## **Resource Guide for Clear Health Alliance**

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 view their website at <https://provider.clearhealthalliance.com>.

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

**Support provided:** Assist with coordination of appointments for behavioral health and substance use needs, linkage to community services and resources, member education, coordination with treating providers, and participation 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: **844-406-2398 (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, and you will then be transferred to a clinician.

#### **Escalation contact:**

- Primary: Behavioral Health Management team
- Email: [dl-BHManagerTeam@simplyhealthcareplans.com](mailto:dl-BHManagerTeam@simplyhealthcareplans.com)
- To connect with local mental health and substance use services, visit Carelon Behavioral Health's [Provider Directory](#).

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

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

#### **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 Rostafin
- Phone number: **786-376-4690**

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

<https://provider.clearhealthalliance.com>

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

FLCHA-CD-066440-24 August 2024

Revised August 2024

- Secondary: Patrick Glynn
- Phone number: **786-559-8400**
- To connect with local mental health and substance use services, visit Carelon Behavioral Health's [Provider 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: DL-CHAMangement@simplyhealthcareplans.com
- Secondary: Alina Orozco:
  - Phone number: **786-395-0989**

### Perinatal care support

**Support provided:** regular assistance for enrollees 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**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.
- Contact after hours or weekends for members only: **844-406-2398**, say *24 Nurseline* when prompted about the reason for your call.
- Special instructions for members only during 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: Case Management Referrals
- Email: DL-SHP-CM\_DM\_Referrals@simplyhealthcareplans.com

### 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.

### Subcontracted utilization management services

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

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

#### Contact information:

- Phone number: **800-972-4226**
- Hours of operation during non-holidays: Monday through Friday 8 a.m. to 9 p.m.
- Contact after hours or weekends: See escalation contact details below.

#### Escalation contact:

- Primary: Carol Gallardo
- Email: CarolG@ashn.com
- Phone number: **800-848-3555** x3835

#### 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](mailto: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: **844-215-4264** ext. 7361

#### DME escalation contact:

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

#### Home IV infusion escalation contact:

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

### 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](mailto:daniela@pns-mgmt.com)
- Secondary: Nancy Kanaplue:
  - Phone number: **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 number: **877-202-5276**
- Hours of operation during non-holidays: Monday through Friday from 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 nurse line via CHA 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 AIM provider website at [providerportal.com](http://providerportal.com).

**Escalation contact:**

- Primary: Nancy Gifford:
  - Phone number: **224-301-5535**
- Secondary: Nancy Armatas:
  - Phone number: **312-485-1400**
- 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: **888-550-8800**
- Special instructions for after hours or weekends: Follow the HN1 message instructions to be connected to the on-call UM supervisor.

**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.

- Primary: Terri Epp
- Email: EppT@healthsystemone.com

### Transportation

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

#### Contact information:

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

- Primary: Olga Hernandez:
  - Cell phone number: **305-849-9301**
- Secondary: Support Services Call Center:
  - Phone number: **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 number: **866-223-3205** for outpatient, and **866-233-3392** for DME/home health

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

**Community resources:**

Supports and resources provided	Website
For help finding food, jobs, housing, and other resources	<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, National Coordinating Resource Center	<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="http://cdc.gov/hiv/living-with/?CDC_AAref_Val=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>

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 resources:**

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