



HEALTH ALLIANCE

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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, 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 – utilization management – Beacon Health Options (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 to 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:

Primary, including for OUD/SUD):
Ellen Livingston
phone number: **786-376-4690**

Secondary: Patrick Glynn phone number: **305-722-3078**

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

Behavioral health – case management – Beacon

Support provided: Assistance with appointments post-discharge, linking members to community services, education on condition, coordination with treating providers, participation 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:
dl-BHManagerTeam@anthem.com

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

Case management

Support provided: Regular assistance with appointments

coordination (providers, transportation, DME), complex care management, assistance with service coordination for EIS, postdischarge and ER, referral, and linkage with community resources (assistance with appointments postdischarge, linking member to community services, education on condition, and coordination with treating providers).

Phone number:
Member Services: **844-406-2396**
Provider Services: **844-405-4296**

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

Contact after hours or weekends: **844-406-2396**

Special instructions for after hours or weekends: There are 2 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

<https://provider.clearhealthalliance.com>

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: on-duty case management representative phone number: **786-626-1963** *(number should only be used by providers)*

Secondary: On-duty case management representative phone number: **813-293-0835** *(number should only be used by providers)*

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: Member Services: **844-406-2396**; Provider Services: **844-405-4296**

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

Contact after hours or weekends: **844-406-2396**

Special instructions for after hours or weekends: There are 2 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: **786-306-6715** *(number should only be used by providers)*

Secondary: On-duty case management representative phone number: **813-293-0835** *(number should only be used by providers)*

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 to 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 - Health Network One Inc. (HN1)*

Support provided:

Dermatology
Phone number: **800-595-9631**

Hours of operation during non-holidays: Monday to 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.

Escalation contact:

Primary phone number: **888-595-9631**; Monday to Friday 8:30 a.m. to 5 p.m.

Therapies - Health Network One, Inc (HN1)

Support provided: PT/OT/ST

Phone number: **888-550-8800**

Hours of operation during non-holidays: Monday to 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.

Escalation contact:

Primary phone number: **888-550-8800**; Monday to Friday 8:30 a.m. to 5 p.m.

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 to 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

Radiology - AIM Specialty Health*

Support provided: Utilization Management for Radiology

Phone number: **800-714- 0040**

Hours of operation during non-holidays: Monday to 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 Service. 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.

Hearing - 20/20 Hearing Care Network*

Support provided: Hearing Services

Phone number: **877-583-2842**

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

Contact after hours or weekends: **561-638-5790**

Special instructions for after hours or weekends: N/A

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 to 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 to 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.**

Transportation – ModivCare*

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

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

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

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

Special instructions for after hours or weekends: None

Escalation contact:

Primary: David Downs
phone number: **954-415-5444**

Secondary: Henry Altimirano
phone number: **954-857-4879**

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**

Special instructions for after hours or weekends: N/A

Escalation contact:

Primary: Alex Batista
phone number: **786-865-6556**

Secondary: Bob Beers
phone number: **305-308-8110**

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 to 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:

- <https://www.clearhealthalliance.com/florida/get-help/community-resources.html>
- [HIV.gov](https://www.hiv.gov)
- [Poz.com](https://www.poz.com)
- <https://aidsetc.org/aetc-program/southeast-aetc>
- [blackaids.org](https://www.blackaids.org)

- <https://www.benefits.gov/benefit> housing for people living with HIV
- <http://www.floridahealth.gov/diseases-and-conditions/aids/patient-care/hopwa.html>
- <https://www.cdc.gov/hiv/basics/livingwithhiv/resources>

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>

* 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. iCare Health Solutions is an independent company providing vision care services on behalf of Clear Health Alliance. MotivCare is an independent company providing transportation services on behalf of Clear Health Alliance. MTM is an independent company providing nonemergency 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.