

Update: Legacy Provider Portal

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Florida Healthy Kids (FHK) and the Medicare Advantage program for Simply.

Simply and CHA are currently undergoing a Legacy Provider Portal, Trizetto* (CWS), upgrade that will affect users who use the URL to review claims with dates of service from 2018 and prior years.

On June 15, 2020, the Legacy Provider Portal (CWS) informed users that they will need to use the new Legacy Provider Portal. There will be a message on the old Legacy Provider Portal URL instructing users to use the new URL, and users will need to log in using the new URL to review claim history.

Provider Services:

- Medicaid — Simply and CHA: **1-844-405-4296**
- FHK — Simply: **1-844-405-4296**
- Medicare Advantage — Simply: **1-844-405-4297**

* Trizetto is an independent company providing claims processing on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

<https://provider.simplyhealthcareplans.com/florida-provider>

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

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

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal. Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.