

How is Clear Health Alliance different from other Medicaid health plans?

Clear Health Alliance (CHA) is an HIV/AIDS Medicaid specialty plan backed by Simply Healthcare Plans, Inc.

Since 2012, CHA has been helping Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) members living with HIV/AIDS have uninterrupted access to the health care and services they need most. Studies show that when people living with HIV/AIDS get their health care from providers experienced in HIV/AIDS care, they often live longer, healthier lives. Our dedicated staff is committed to helping our diverse network of exceptional health care professionals ensure the best care for all of our members.



We support CHA members with:

- A coordinated approach to care with innovative patient outreach/education.
- Disease and case management resources.
- Online self-service tools and personalized support.
- Locally based Provider Relations professionals committed to your success.

Integrated Team Approach:



<https://provider.clearhealthalliance.com>



Provider experience

- **Red Ribbon Providers:** HIV experienced physicians, including infectious disease providers, have the option to serve as primary care physicians (PCPs).
- Providers receive training in longitudinal management of HIV.
- The plan supports providers with member outreach and engagement:
 - Providers have the support of a diverse Case and Disease Management team with extensive professional experience with HIV/AIDS services (Ryan White, Project AIDS Care Waiver, substance use, mental health, nursing, social work and ASOs/CBOs) and who are multi-ethnic, multi-lingual and culturally sensitive to the needs of our members.
 - The Case and Disease Management team collaborates with providers and community-based organizations to keep the member at the center of the intense case management process. The team also assists members through life transitions — including long-term care.
- We work with many federally qualified health care centers, mental health centers, Ryan White providers and housing providers that have traditionally worked to engage homeless people or other individuals with challenging needs to improve overall health outcomes and costs of care.
- CHA has partnerships with local community AIDS service organizations, conducts member meetings and participates in community events such as the AIDS Walks. Through the support of the Anthem Foundation, CHA engages in community based efforts to address social determinants of health and dedicates resources to locate and engage members lost to care.



Member experience

Every member receives a personal treatment plan from a highly trained provider. To meet their health goals, members in case and disease management programs work with one of our case managers on a personal care plan.

CHA has a uniquely tailored expanded benefit program that includes the coverage of:

- **Vaccines:** In addition to pneumonia and flu vaccines, vaccines recommended to each person with HIV—including hepatitis B, human papilloma virus (HPV), Tdap (tetanus, diphtheria and pertussis), meningococcal and shingles are covered; the hepatitis A virus (HAV) vaccine is also covered while the public health emergency is in place in Florida
- **Cellular services:** For eligible members, a federal lifeline smartphone with unlimited health-related text message reminders that also ensures our members can reach our Member Services line without reducing their remaining minutes
- **Housing assistance:** A \$500 per lifetime benefit for homeless individuals
- **Vision services:** Now includes the coverage of contact lenses
- **Acupuncture**
- **Massage therapy**
- **Nonemergency transportation for non-medical purposes**
- **And more!**

To learn more about coverage and limitations of expanded benefits, visit:

https://www.clearhealthalliance.com/florida/flfl_cha_member_handbook_eng.pdf.

To inquire about participating: We are happy to talk with you about joining the CHA network. Send a letter of interest to: Clear Health Alliance, Provider Relations, 4200 W. Cypress St., Suite 900, Tampa, FL 33607.

For more information related to CHA: Contact Provider Services at **1-844-405-4296**, visit our provider website at <https://provider.clearhealthalliance.com> or reach out to your Provider Relations representative.

For immediate case manager assistance: Call the Care Coordination line at **1-855-459-1566**.

(Note: Both members and providers can contact the Care Coordination line.)