

May 2021

Provider Services:

Medicaid: 1-844-405-4296 • Medicare: 1-844-405-4297

<https://provider.simplyhealthcareplans.com>



Provider Newsletter



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Want to receive the
Provider Newsletter via email?

Click [here](#) to provide/update your email address.



COVID-19 information from **Simply Healthcare Plans, Inc.**

Simply Healthcare Plans, Inc. is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part.

For additional information, reference the *COVID-19 Updates* page on our [website](#).

SFLPEC-1898-20/SFLCARE-0208-20

COVID-19 Determination of Extreme Vulnerability Form

Governor Ron DeSantis expanded COVID-19 vaccine eligibility in Florida by signing **Executive Order 21-47 (EO 21-47)** that states that persons deemed by a physician to have a high-risk medical condition will now be able to get the COVID-19 vaccine.

Pursuant to *EO 21-47*, the Department of Health has published a form for physicians to certify that they have determined an individual to be extremely vulnerable to COVID-19 and eligible to receive the vaccine. The form must be signed by a doctor and only those with the proper forms will be able to receive the vaccine. A doctor's note or prescription are not acceptable.

For a copy of the form, visit: http://www11.doh.state.fl.us/comm/_partners/covid19_report_archive/covid-physician-form/EO-21-47-Form.pdf.

SFL-NL-0281-21



HIPAA verifiers on fax documents

All faxes sent to Simply Healthcare Plans, Inc. need to have three *HIPAA* verifiers in order for authorizations to be processed.

The first acceptable HIPAA verifier that must be included in all faxes is:

- Member's first and last name

Second and third acceptable verifiers are:

- Date of birth
- Member ID (Simply ID and Medicaid ID)
- Address
- Telephone number
- Authorization number

Send authorization faxes to **1-866-495-1986**.

SFL-NL-0269-21

Continuing medical education/continuing education unit opportunities

We offer webinars on a variety of topics, including medical coding, claims issues, quality measures, healthcare and more. Each live webinar may offer both continuing medical education (CME)/continuing education unit credit for attendees. On-demand recordings are also available (with CME credit) for your convenience.

Sign up for a session **online** today!

SFL-NL-0098-21

CAHPS reminder



The CAHPS® survey is conducted every year from February to June. The survey measures a patient's experiences and perceptions of their medical care, rather than measurable outcomes. Starting this February, a third-party vendor will begin administering the survey to a sample of patients. The patient will answer questions on how well they feel their health plan, primary care provider, specialists, pharmacies, durable medical equipment vendors and transportation vendors respond to their needs.

Every interaction with a patient, *whether direct or indirect*, is important! Do not miss the opportunity to make a difference in the patient's experience. It is important to always be cordial and ensure we respond to a patient's needs in a thorough and timely manner.

Provide excellent service by:

- Treating every patient with respect.
- Listening closely and addressing the patient's needs.
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- Making every patient feel valued and appreciated.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

SFL-NL-0265-21

Frequently asked questions

Is there a way to obtain my CAHPS score?

CAHPS performance is reported at the plan level only. Performance at the practice level is not reported.

Whom can I contact if I have any questions?

Contact your practice's Provider Relations representative or Provider Services at **1-844-405-4296** for Medicaid and **1-844-405-4297** for Medicare Advantage.

Will I know which patients have been sent the survey?

Centers for Medicare & Medicaid Services (CMS) and the Agency for Health Care Administration (AHCA) choose the sample of patients being surveyed. The names are not shared with the providers.

If a patient receives the CAHPS survey and asks me about it, what is an appropriate response?

Tell the patient their feedback is important and you appreciate them completing any surveys sent to them about their healthcare. *(Note: CMS and AHCA forbid providers from helping or completing the survey questions for their patients, actively influencing patients to respond favorably and providing patients incentives for high-scoring surveys.)*

Is there a training I can take related to the patient experience?

Yes! The What Matters Most training offers continuing medical education credit at <https://www22.anthem.com/patientexptraining>.

INTRODUCING...

Simply Healthcare Plans, Inc. is thrilled to announce our newest YouTube series, Hey! Simply

This child-friendly, educational series focuses on important topics for children, including proper hygiene, exercise, recycling and art. Nikki, the host of Hey! Simply, also drills down on themes like antibullying, gratitude and more.

Don't just take our word for it, check the videos out yourself on YouTube. We encourage you to share this educational series on your own page and with those you support in the community. Drop a comment with what you'd like to see from the series next and let us know what you think.

Make a plant collage with Nikki



Fighting germs with clean hands



▶ WATCH NOW

SFL-NL-0271-21

Name change announcement in Payer Spaces

What is changing?

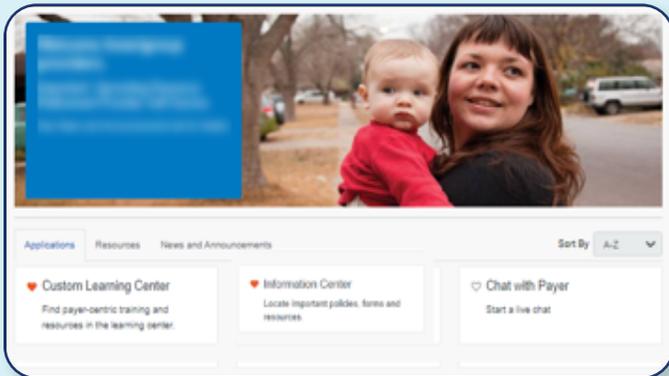
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If you are looking for specific education materials in Availity, you can visit the Custom Learning Center, designed to be a learning environment and to offer education and training content. Content previously posted in the *Communication & Education* tab have now migrated there.

How do I get to the Custom Learning Center?

1. Go to **Payer Spaces** on the Availity Portal.
2. Select **Applications**.
3. Access the **Custom Learning Center**.



To view content in both of these valuable tools, visit Availity Payer Spaces today.

* Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc.

SFL-NL-0283-21



Updates to the AIM Specialty Health Advanced Imaging *Clinical Appropriateness Guidelines*

Effective for dates of service on and after September 12, 2021, several updates will apply to the AIM Specialty Health®* (AIM) Advanced Imaging *Clinical Appropriateness Guidelines*. Part of the AIM guideline annual review process, these updates are focused on advancing efforts to drive clinically appropriate, safe and affordable healthcare services.

 **Read more online.**

* AIM Specialty Health is an independent company providing some utilization review services on behalf of Simply Healthcare Plans, Inc.

SFL-NL-0274-21

Metabolic monitoring and diabetes screening measures for those on antipsychotics medications

Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)

The Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) HEDIS® measure evaluates the percentage of children and adolescents 1 to 17 years of age who had two or more antipsychotic prescriptions and had metabolic testing.

Antipsychotic medications can increase a child's risk for developing health concerns, including metabolic health complications. The goal of this measure is for members to have metabolic monitoring by having both a blood glucose test (glucose or HbA1c) and LDL-C testing annually.

Record your efforts:

- Glucose test or HbA1c test and LDL-C cholesterol test as identified by claim/encounter
- Document results in the member's medical record

Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

The Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) HEDIS measure evaluates members 18 to 64 years of age with schizophrenia, schizoaffective disorder or bipolar disorder, and who were dispensed an antipsychotic medication and had a diabetic screening test during the measurement year.

Diabetes screening is important for anyone with schizophrenia or bipolar disorder. The added risk associated with antipsychotic medications contributes to the need to screen people with schizophrenia for diabetes annually.



Record your efforts:

- Glucose test or HbA1c test as identified by claim/encounter
- Document results in the member's medical record

Helpful tips:

- Educate patients and their caregivers on the importance of completing blood work annually.
- If your practice uses electronic medical records (EMRs), have flags or reminders set in the system to alert when a patient is due for screenings.
- Draw labs in your office, if available, or refer members to a participating lab for screenings.
- Follow up on laboratory test results and document in your chart.
- Share EMR data with Simply Healthcare Plans, Inc. to capture all coded elements.

Other available resources:

- *Clinical Practice Guidelines* are available on our [provider website](#).
- For *The Quality Measures Desktop Reference for Medicaid Providers and HEDIS Benchmarks and Coding Guidelines for Quality Care*, contact Provider Services.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

SFL-NL-0267-21

LabCorp* is the exclusive independent laboratory provider for Simply Healthcare Plans, Inc. Using an in-network laboratory helps patients maximize their lab benefits and minimize their out-of-pocket expenses.

LabCorp and its specialty testing group comprise one of the nation's largest clinical and esoteric laboratory networks. While offering the conveniences and personalized services of a local lab, LabCorp also provides the quality, expertise, innovation, and connectivity solutions of a leading national laboratory provider.

LabCorp's specialty testing group laboratories listed below will also be included as exclusive independent laboratory providers:

- MedTox Laboratories
- Monogram BioSciences



For additional information about LabCorp, including a continually updated list of current and new patient service centers and hours of operation, please visit www.LabCorp.com.

** LabCorp is an independent company providing laboratory services on behalf of Simply Healthcare Plans, Inc.*

SFLPEC-2354-20

LabCorp offers the following services:

- Enhanced test menu and a commitment to scientific innovation — A broad test menu and specialized testing laboratories offer you single-source laboratory services. LabCorp's scientific team continually reviews relevant and/or cutting-edge diagnostic technology to provide physicians and patients with the most scientifically advanced testing in the industry.
- Practice connectivity expertise — A variety of test ordering and result delivery solutions provide the flexibility to meet your needs, including several electronic options:
 - Web-based electronic solutions
 - Bidirectional and unidirectional interfaces: LabCorp has established interface capabilities with more than 700 EMR and PMS systems
- Flexible specimen pick-up — LabCorp provides courier service for specimens collected in your office. Pick-up schedules can be customized to meet your office needs.
- Better patient success — LabCorp operates an extensive patient service center network for convenient patient specimen collection:
 - Many locations offer early morning and Saturday hours.
 - Online appointment scheduling is available for additional patient convenience at labs and appointments on www.LabCorp.com.
- Reliable STAT/same-day testing — LabCorp has local STAT and same-day testing capabilities throughout the region.

Simply Healthcare Plans, Inc. (Simply) and Miami Children's Health Plan official notice of contract acquisition

Simply is acquiring the Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) contract from Miami Children's Health Plan (Miami Children's). This acquisition expands the Medicaid footprint of Simply in region 9 and in existing region 11 as a non-specialty SMMC MMA plan.

Effective May 1, 2021, Simply will be one of the health plans serving the healthcare coverage needs of eligible Medicaid recipients in regions 9 and 11, including the recipients previously enrolled in Miami Children's. Upon finalizing the Miami Children's contract acquisition and the Miami Children's member enrollment into Simply, effective May 1, 2021, Miami Children's will cease to operate as an active SMMC MMA plan in Florida.

Please note, Simply and Miami Children's will continue to operate and exist as two separate entities. Miami Children's will continue to process and adjudicate Miami Children's member claims with dates of service prior to May 1, 2021. As one of our most valued providers, Miami Children's will continue to provide the same quality healthcare that they have always rendered to Miami Children's members and in the same manner that our Simply members have grown accustomed.

Below is a list of the regions and counties affected by the contract acquisition effective May 1, 2021:

Region	Counties
Region 9 (New region)	Indian River, Martin, Okeechobee, Palm Beach and St. Lucie
Region 11 (Existing region)	Miami-Dade, Monroe

What's next

In the following months, we will continue to provide you with updates and additional information concerning the contract acquisition.

We're here to help

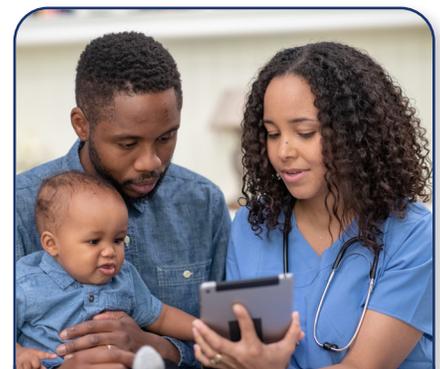
If you have any questions or concerns regarding the Simply and Miami Children's contract acquisition, please do not hesitate to contact your local Miami Children's or Simply Provider Relations representatives. Again, thank you for serving our members with the highest quality care, and we look forward to continuing to work with you.

SFLPEC-2444-21



Click here to view the **Contract Acquisition Frequently Asked Questions**

SFLPEC-2445-21



Click here to view the **Contract Acquisition Tip Sheet and Claims Cut-Off Notice**

SFLPEC-2446-21

COVID-19 Determination of Extreme Vulnerability Form

View the [article](#) in the Medicaid section.

SFL-NL-0281-21

HIPAA verifiers on fax documents

View the [article](#) in the Medicaid section.

SFL-NL-0269-21

CAHPS reminder

View the [article](#) in the Medicaid section.

SFL-NL-0265-21

Important laboratory reminder

View the [article](#) in the Medicaid section.

SFLPEC-2354-20



Helping our members

The past year has been challenging for us all, especially for our senior members. Clinicians have also had to pivot and care for our members in new and creative ways. We thank you for caring for our members and ensuring they get the healthcare they need. As your patients engage you via telehealth or in person, we encourage you to have discussions about how they are coping with the pandemic and the state of their mental health. In addition, with stay at home orders, many are not able to get out to shop, see family and friends or even exercise. This is a great time to encourage them to stay active and maybe even try SilverSneakers®* online.

Below, you will find a few questions to stimulate dialogue and engage your patients during a tele-visit or office visit.

Thank you for all that you do for our members.

Improving or maintaining physical health:

- Compared to one year ago, how would you rate your physical health in general now?

Improving or maintaining mental health:

- Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) in general now?

Monitoring physical activity:

- During the past 12 months, how has your level of exercise or physical activity changed? Have you exercised regularly, or do you take part in physical exercise? Would you be interested in participating in online exercise classes?

Reducing the risk of falling:

- A fall is when your body goes to the ground without being pushed. In the past 12 months, have you had problems with unsteadiness, tripping, falling or difficulty walking?

Improving bladder control:

- Do you have any concerns with not being able to control leaking of urine when you cough or sneeze?

Flu vaccine:

- Did you get your flu shot recently?

General questions:

- Do you have access to food and shelter?
- Do you have any concerns with not being able to get to your appointments or scheduling a specialist visit?
- Are you able to get the medicines that I prescribe?

** Tivity Health, Inc. is an independent company providing the SilverSneakers fitness program on behalf of Simply Healthcare Plans, Inc.*

SHPCRNL-0082-21

COVID-19 Determination of Extreme Vulnerability Form

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SFL-NL-0281-21

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SFL-NL-0271-21

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SFL-NL-0283-21

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SFL-NL-0267-21

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SFLPEC-1898-20

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SFL-NL-0281-21

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SFL-NL-0265-21

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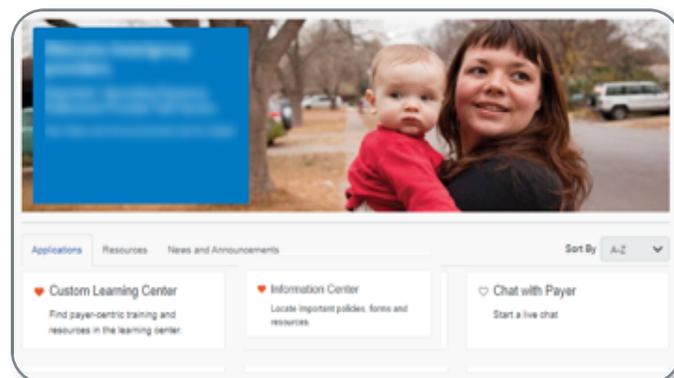
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SFL-NL-0283-21

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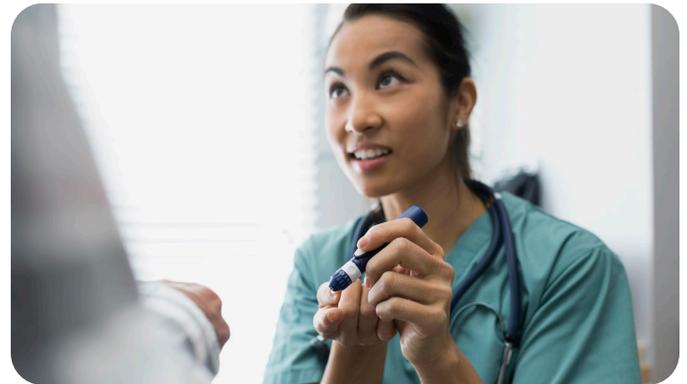
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SFL-NL-0267-21

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