

FAQ: Update to AIM phone number

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) program for Simply.

A unique AIM Specialty Health® (AIM)* phone number was created for Simply, FHK, and CHA providers. Here's what you should know about this change:

Q. What will be the new AIM phone number for Simply and CHA?

A. The new phone number will be **877-202-5276**.

Q. When is the go-live date for providers to begin using the new phone number?

A. The effective date is September 1, 2021.

Q. What will happen to the previous AIM number?

A. The number will remain active; however, Simply, FHK, and CHA providers will need to dial the new phone number for further assistance.

AIM will continue to transition other Medicaid and CHIP markets to their own unique phone line. The existing number must remain active until all markets are no longer using the previous number. The target completion date for this transition will be by quarter four in 2022, and the previously used phone number will be discontinued by quarter one in 2023.

Q. Will the new number be applicable to Medicare as well?

A. No, this new number is only for Medicaid. Medicare will have a separate phone number.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Experience representative or call Provider Services at **844-405-4296**.

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

<https://provider.simplyhealthcareplans.com>

<https://provider.clearhealthalliance.com>

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 Managed Care Plan with a Florida Healthy Kids contract.

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