

Tropical Storm Nicole — Authorization waivers and updates

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

We are here to work closely with you to ensure our members continue to receive the same quality of care during this time. We are committed to assisting our providers and members in resolving any issues related to Tropical Storm Nicole.

Prior authorizations — Simply, CHA, Statewide Medicaid Managed Care Long-Term Care (SMMC LTC):

- Effective November 9, 2022, we have waived prior authorization requirements for in-network and out-of-network critical life-sustaining services such as oxygen, nebulizer, ventilator, feeding pump, dialysis, insulin/insulin administration, durable medical equipment (DME), private duty nursing, hospital services, nursing facility services, and chemotherapy until such time that we communicate a change back to normal processes. For further details, please contact our Provider Services lines.
- We respectfully request notification of admissions so that we may assist our providers, facilities, and members in coordinating any post-discharge services, including transportation or transfers:
 - *All Preadmission Screening and Resident Review (PASRR) processes are postponed until further notice.*
- If a recipient requires critical Medicaid services beyond limits stated in policy to maintain safety and health, providers can furnish the service.

Contact us

Member Services:

- Medicaid — Simply and CHA: **844-406-2396** (TTY 711)
- SMMC LTC and 24/7 NurseLine: **877-440-3738**
- 24-Hour Behavioral Health Crisis Line: **800-221-5487**

Provider Services:

- Medicaid and FHK — Simply and CHA: **844-405-4296**
- SMMC LTC: **877-440-3738**
- IngenioRx* Pharmacy Help Desk: **833-235-2030**

* IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

Additional information/resources

Office of the Governor	https://www.flgov.com
Department of Health	http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/current-hazards/hurricane-info.html
American Red Cross	https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html
Agency for Health Care Administration	https://ahca.myflorida.com/prepare
Florida Division of Emergency Management	https://www.floridadisaster.org
Florida Division of Emergency Management — Shelters	https://www.floridadisaster.org/shelter-status

Email is the quickest and most direct way to receive important information from Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (Simply: <https://bit.ly/3Cm6b8s>, CHA: <https://bit.ly/2ZoU8so>).

Simply:



CHA:

