



Clear Health Alliance

Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Clear Health Alliance (CHA) that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. CHA has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CHA provides services in Regions <1,2,3,4,5,6,7,8,9,10,11> and also provides services for specialty plan. For more information contact CHA at 1-844-405-4296 or check their website at <https://www.clearhealthalliance.com/florida/home.html>.

Utilization Management

Support provided:

<Authorizations related to Home health, IV infusion, DME>

Phone number: <844-215-4264>

Hours of operation during non-holidays: <Monday to Friday from 8 am to 6 pm>

Contact after hours or weekends: <844-215-4264>

Special instructions for after hours or weekends: <After hours calls will be forwarded to the answering service who will contact the IHCS staff that is on-call. >

Escalation contact:

Home Health Primary <Maria Garron >, phone number <954-394-3545 >

DME Primary <Nicole Falconer>, phone number <754-215-8102>

Secondary < Renee Beneby>, phone number < 813-734-5226>

Support provided:
<Authorizations related to all other outpatient services >

Phone number: < 844-405-4296 >

Hours of operation during non-holidays: < Monday to Friday from 8 a.m. to 6 pm >

Contact after hours or weekends: < 813-830-6900, ext 106-121-3001 >

Special instructions for after hours or weekends: < A nurse will call back within 4 hours.>

Escalation contact:

Primary < Pati Bliss >, phone number < 813-334-6342 >

Secondary < Lianna Branam >, phone number < 813-373-2327>

Pharmacy

Support provided:

<Authorizations related to retail drugs, specialty drugs, information on what drugs require a PA>

Phone number: <877-577-9044 option 2 >

Hours of operation during non-holidays: <Monday to Friday from 8am to 8pm>

Contact after hours or weekends: <877-577-9044 option 2 >

Special instructions for after hours or weekends: <Please leave a voicemail for assistance afterhours. For email inquiries and/or requests, send to pharmacy@simplyhealthcareplans.com. Voicemail and email are monitored regularly.>



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Escalation contact:

Primary <Conrad Roux>, phone number <786-559-0024>

Secondary <John McDowell>, phone number <813-404-0728>

Subcontracted Utilization Management Services

Support provided:

<Dermatology-Name-Health Network One, Inc.>

Phone number: < 1-800-595-9631>

Hours of operation during non-holidays: <Monday to Friday 8:30am-5pm>

Contact after hours or weekends: <1-844-406-2396>

Special instructions for after hours or weekends: <Contact 24 hour nurse line via Member Services.>

Escalation contact:

Primary <1-800-595-9631; Monday to Friday 8:30am-5pm>

Support provided: **<Therapies-Health Network One, Inc.>**

Phone number: <1-888-550-8800>

Hours of operation during non-holidays: <Monday to Friday 8:30am-5pm>

Contact after hours or weekends: <1-844-406-2396>

Special instructions for after hours or weekends: <Contact 24 hour nurse line via Member Services >

Escalation contact:

Primary <1-888-550-8800; Monday to Friday 8:30am-5pm>

Support provided: **<Vision-EyeQuest of Florida, Inc.>**

Phone number: <866-516-0957>

Hours of operation during non-holidays: < 24/7>

Contact after hours or weekends: <866-516-0957>

Special instructions for after hours or weekends: <not applicable>

Escalation contact:

Primary 866-516-0957; 24/7

Support provided: <Radiology- AIM Specialty Services; Review of diagnostic imaging>

Phone number: <800-714-0040>

Hours of operation during non-holidays: < Monday – Friday, 7:30 am – 7 pm Central Standard time>

Contact after hours or weekends: <800-714-0040>

Special instructions for after hours or weekends: <AIM is not open during weekends, providers should call during normal business hours>
Escalation contact:

<Escalations can be initiated via the call center; 800-714-0040. AIM services can also be initiated via the AIM Provider Portal, www.providerportal.com >

Transportation

Support provided: **<non-emergency transportation home upon discharge-MCT>**

Phone number: < CHA- 877-671-6671, LTC-844-671-6662, MCARE-833-628-0388, MCAID-844-628-0388>

Hours of operation during non-holidays: <24/7>

Contact after hours or weekends: <CHA- 877-671-6671, LTC-844-671-6662, MCARE-833-628-0388, MCAID-844-628-0388>

Special instructions for after hours or weekends: <services available 24/7>

Escalation contact:

Primary <Idel Amores>, phone number <786-285-6514>

Secondary <Jorge Venerio>, phone number <305-525-9262>



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Support provided: **<non-emergency transportation home upon discharge-RIDE2MD>**

Phone number: <305-501-5800>

Hours of operation during non-holidays: <24/7>

Contact after hours or weekends: <305-501-5800>

Special instructions for after hours or weekends: <services available 24/7>

Escalation contact:

Primary <Delia Lescano>, phone number <305-321-2666c>

Secondary <Jorge Venerio>, phone number <305-525-9262>

Support provided: **<non-emergency transportation home upon discharge-Logistic Care>**

Phone number: < 877-779-8617>

Hours of operation during non-holidays: < Monday to Friday from 8:00 am to 5:00 pm>

Contact after hours or weekends: < 877-779-8617>

Special instructions for after hours or weekends: <not applicable>

Escalation contact:

Primary <Henry Altamirano >, phone number < 866-372-9794>

Secondary <Robert Perez>, phone number < 866-372-9794>

Case Management

Support provided: **<Assistance with appointments post discharge, linking member to community services, education on condition, and coordination with treating providers>**

Phone number: <1-855-459-1566>

Hours of operation during non-holidays: <Monday to Friday from 8am to 5pm>

Contact after hours or weekends: <Nurse advice line 1-866-800-8789>

Special instructions for after hours or weekends: <If immediate assistance is identified for case management, the nurse advice line will contact the on-call

Case Management leader via the on-call cell phone. Primary on call line: 786-626-1963, Backup line: 813-293-0835>

Escalation contact:

Primary Alina Orozco, phone number 786-395-0989

Secondary Madlon Allen-Stamp, phone number 786-375-7501

Support provided: **< Behavioral Health Case Management>**

Phone number: < 1-800-221-5487>

Hours of operation during non-holidays: <24 hours>

Contact after hours or weekends: < 1-800-221-5487>

Special instructions for after hours or weekends: < 1-800-221-5487>

Escalation contact:

Primary <Michelle O'Connell>, phone number <781-572-0593>

Secondary <Susan Bramer>, phone number <813-304-7716>

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP please contact 1-844-405-4296.



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For more information:

Clear Health Alliance Provider Directory

<http://clearhealthalliance.prismisp.com/>

Provider Manual

https://provider.simplyhealthcareplans.com/docs/FLFL_SMH_FHKProviderManual.pdf

Clear Health Alliance's Provider Education Site

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