

January 2019

## Simply Healthcare Plans, Inc. and Clear Health Alliance EIS and TCM continuity of care, billing and contact information

This notice serves to provide information to Early Intervention Services (EIS) and Children’s Health Targeted Case Management (TCM) providers concerning Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) continuity of care (COC) requirements for new members who transition into Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply).

### Continuity of care

COC requirements for newly transitioned SMMC MMA members state that we pay for COC services rendered to new enrollees transitioning into Simply. In the event a new Simply member is receiving a prior authorized ongoing course of treatment with any provider (including those services previously authorized under the fee-for-service delivery system or by the enrollee’s immediate former managed care plan), Simply is responsible for the costs of continuation of such course of treatment, without any form of authorization and without regard to whether such services are being provided by participating or nonparticipating providers, for up to 60 days after the effective date of enrollment. Simply will reimburse nonparticipating providers at the rate they received for services rendered immediately before the enrollee transitioned to Simply for a maximum of 30 days unless said provider agrees to an alternative rate. Further information pertaining to reimbursement outside of the COC period can be found in the provider manual. Please visit our provider site at [www.simplyhealthcareplans.com/provider](http://www.simplyhealthcareplans.com/provider) or [www.clearhealthalliance.com/provider](http://www.clearhealthalliance.com/provider).

### Claims submission

Please submit SMMC MMA program claims to the below mailing address or through the Availity Portal.

Simply Healthcare Plans, Inc.  
 Attn: Florida SMMC MMA  
 P.O. Box 61010  
 Virginia Beach, VA 23466-1020

Availity payer ID	Simply Healthcare Plans, Inc.	Clear Health Alliance
	SMPLY	CLEAR

When submitting a professional electronic claim in the Availity payer field, please select **SIMPLY HEALTHCARE AN ANTHEM COMPANY.**

[www.simplyhealthcareplans.com/provider](http://www.simplyhealthcareplans.com/provider) | [www.clearhealthalliance.com/provider](http://www.clearhealthalliance.com/provider)

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

SFLPEC-0734-19 January 2019

Please ensure that claims are submitted on a *CMS-1500* claim form and include but are not limited to the following:

- Complete and correct member demographics (for example, DOB, Subscriber ID, Medicaid ID, etc.)
- Correct plan information
- Billing and rendering provider MID # and NPI #
- Billing provider address not a P.O. Box (Medicaid agency requirement)
- Member diagnosis
- Procedure code as listed on the Medicaid fee schedule for SMMC MMA
- Procedure code — diagnosis pointer

Clean claims are adjudicated within 15 days of receipt for electronic or 20 days of receipt for paper.

<b>Electronic funds transfer (EFT) enrollment</b>	Use the CAQH EFT EnrollHub tool available at <a href="https://www.caqh.org/solutions/enrollhub">https://www.caqh.org/solutions/enrollhub</a> .  CAQH Provider Help Desk: <b>1-844-815-9763</b> 7 a.m. to 9 p.m. ET, Monday through Thursday 7 a.m. to 7 p.m. ET, Friday
<b>Electronic remittance advice (ERA) enrollment</b>	Navigate to <a href="https://www.availity.com">https://www.availity.com</a> and select <b>Enrollments Center</b> in the <i>My Account Dashboard</i> on the home page. Select <b>ERA Enrollment</b> in the <i>Multi-Payer Enrollments</i> section. Follow the wizard and submit. After submitting, you will be notified by email that enrollment is complete and will start receiving 835 ERAs through Availity. Availity: <b>1-800-282-4548</b>

<b>Claims dispute process</b>	<b>Provider Services</b>
Verbal dispute: <b>1-844-405-4296</b>  Written dispute: Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599	Phone: <b>1-844-405-4296</b>  Wendy Wriggins Ernst Director of Network Relations Phone: <b>1-305-405-4296</b> Email: <a href="mailto:wernst1@simplyhealthcareplans.com">wernst1@simplyhealthcareplans.com</a>