



PROVIDER BLAST FAX

To: All Participating Providers
Date: July 1, 2014
Re: Important Information as MMA rolls out in Region 10: Broward county
Clear Health Alliance

MEMBER CALL CENTER

We are experiencing a high volume of calls due to the MMA roll-out in Region 10 (Broward County). Based on our present call volume, **the best time to call is after 4 pm.** Our Member Services Call Center has extended hours:

Monday – Friday: 8 am – 8 pm

Saturday: 8 am – 12 pm (except July 5th)

In observance of Independence Day, we will be closed on Friday, July 4th

REQUEST TO CHANGE PCP

If a member would like to change their doctor (PCP), the member may send a request via fax or email a scanned copy of a letter with the following information:

- Member Full Name
- Member Date of Birth (DOB)
- Member ID #
- Member Phone Number
- Member Signature
- Parent/legal guardian signature (for members under 18)
- Date of Signature
- Current Provider on Member ID Card
- PCP Full Name Request Change
- PCP Address

Clear Health Alliance Member Service Fax # 1-877-577-0114

Email: info@clearhealthalliance.com

PCP change will be retroactive to July 2nd, 2014, as long as the member has not seen another provider. Please allow up to three business days for us to process this request.

Members can also contact the plan (preferably after 4 pm) by calling toll-free:
(877) 577-9043 – Clear Health Alliance Member Services

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MEMBER ELIGIBILITY

Please do not turn away a patient if you cannot make the PCP change. Although the PCP name on the CHA member ID reflects another PCP, please treat the member and the claim will be covered.

There are different ways to check member/patient eligibility:

- Call the Provider Interactive Voice Response (IVR) at **(877) 915-0551, Option 1**
- Visit our Provider Portal (see below for instructions)

Providers can email us at: portal.assist@simplyhealthcareplans.com

PROVIDER PORTAL

- When accessing the Provider Portal, providers must use **Windows Internet Explorer** (you will receive error messages from other search engines as they are not compatible i.e. Firefox, Google Search)
- Provider Portal can be found at: <http://www.clearhealthalliance.com/providers>
- You can reset your password by clicking the link **Forgot Password?** and answering the Security Question you provided. You cannot retrieve your old password or your User Name.
- **To check Member/Patient Eligibility**
 - Select either **Patient Eligibility** (left side of screen) or **Find a Patient or Member** (right side of screen).
- **To view your PCP roster on the Provider Portal:**
 - On the right side of the screen, click the PCP Roster link, under Manage Patients.
- **To Submit an Authorization Request:**
 - Under Medical Management in the left column, choose either: Submit Referral or outpatient Authorization for all outpatient services
 - or –
 - Submit Inpatient Authorization for all inpatient services
- For Provider expedited service due to the high volume of calls, please email us at:

portal.assist@simplyhealthcareplans.com