

December 2018

## Integrated Home Care Services announcement

Effective on the regional rollout of the new Statewide Medicaid Managed Care Managed Medical Assistance program with Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply), we have entered into an agreement with Integrated Home Care Services (IHCS) for home health, durable medical equipment and home infusion services to our Medicaid members.

### What if I have a member in active treatment?

If you already have an approved authorization for treatment, please contact IHCS for the transition of care coordination at **1-844-215-4264**.

### How can I refer a member to IHCS?

Precertification requests may be submitted to Simply in the following ways:

- Online: <https://www.availity.com>
- Phone: **1-844-405-4296**
- Fax: **1-800-964-3627**

### I am not an IHCS provider; how do I contract with IHCS?

Please contact IHCS directly at **1-844-215-4264** to join their network and begin the contracting and credentialing process.

### How do I submit claims?

You can submit the claims for IHCS members directly to IHCS using the options below:

- Electronic claims:
  - The IHCS clearinghouse name: Plexis Healthcare Systems
  - The IHCS Payer ID: IHCS1
  - The proper name of IHCS: Integrated Home Care Services
- Paper claims:  
Integrated Home Care Services  
Attn: Claims Department  
3700 Commerce Parkway  
Miramar, FL 33025

### I have claims that are denied; how will these be paid?

You can submit an appeal in writing to:

Integrated Home Care Services  
Attn: Claims Research and Resolution  
3700 Commerce Parkway  
Miramar, FL 33025

### When does my region go live?

Phase 1: December 1, 2018, for regions 9, 10 and 11

Phase 2: January 1, 2019, for regions 5, 6, 7 and 8

Phase 3: February 1, 2019, for regions 1, 2, 3 and 4

[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.

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