

December 2018

Continuity of care provider notice

This notice serves to remind Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply) providers and subcontractors who will not continue to participate with the plan under the new Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) contract of the continuity of care contract requirements post-termination. Effective with the rollout of the new SMMC MMA, contract provisions require that the terminated provider or subcontractor continues to render medically necessary services to Simply members for a minimum of 60 days after the termination of the contract with Simply. For all continuation of care services provided under these provisions, Simply and the terminated provider or subcontractor are required to abide by the same terms and conditions as existed in the terminated contract.

Simply would like to take this opportunity also to remind all providers that the SMMC MMA continuity of care requirements for new members require that we pay for continuity of care services rendered to new enrollees transitioning into Simply. In the event a new Simply member is receiving 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 to the enrollee immediately before the enrollee transitioning for a minimum of 30 days unless said provider agrees to an alternative rate. Please submit new SMMC MMA program continuity of care claims to the following address:

Paper claims:

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

Electronic claims:

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

If you have any questions concerning continuity of care services, please contact our Provider Services department at **1-877-915-0551**. For claims with dates of service after the SMMC MMA program roll out, please call **1-844-405-4296**.

www.simplyhealthcareplans.com/provider | 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.