

December 2018

Simply Healthcare Plans, Inc. and Clear Health Alliance EIS and TCM continuity of care processes

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

SMMC MMA COC requirements for new members require that we pay for COC 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. Further information pertaining to reimbursement outside of the COC period can be found under the provider manual. Please visit our provider site at www.simplyhealthcareplans.com/provider or www.clearhealthalliance.com/provider.

Claims submission

Please submit SMMC MMA program 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

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.

SFLPEC-0665-18 December 2018

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

For additional information and/or assistance concerning EIS and TCM services contracting, billing or reimbursement, please contact Wendy Wriggins Ernst, Director of Network Relations, at **1-305-487-4430** or email wernst1@simplyhealthcareplans.com.