## Provider Services

### Transportation Services
- **Simply Healthcare Medicaid**
  - Broward County only (Provider: TMS)
  - 1-866-867-0729
- **Simply Healthcare Medicare**
  - Miami-Dade and Broward counties (Provider: AMC)
  - 1-888-326-3088
  - Hernando, Pasco, Pinellas and Polk counties (Provider: TMS)
  - 1-866-411-8914
- **Clear Health Alliance**
  - (Provider: TMS)
  - 1-866-867-0729

Members must arrange for transportation 72 hours prior to their medical appointment.

### Member Services
- **Simply Healthcare Member Services** (also printed on the Member's ID card)
  - **Simply Healthcare Medicaid**
    - 1-800-887-6888
  - **Simply Healthcare Medicare**
    - 1-877-577-0115
  - **Clear Health Alliance**
    - 1-877-577-9043
  - **Simply Stay At Home (Nursing Home Diversion)**
    - 1-877-577-9041

For inquiries about enrolling in a Simply Healthcare Medicare Advantage Plan:
- Call 1-888-577-0212.

### Submitting Claims and Encounters

#### Electronic submission (EDI)
- **Availity**
  - Simply Healthcare Payor ID# 00199
- **Emdeon**
  - Simply Healthcare Payor ID# 27094

#### Paper submission
- **Simply Healthcare**
  - PO Box 21535
  - Eagan, MN 55121

**Important reminders**
- Always include your NPI (National Provider Identification #)
- Always include your Taxonomy
- Always include the “Place of Service” (POS)

## Helpful Numbers for Assisting Members

We know from time to time members seek information about the plan from their providers. Below is contact information to assist you in responding to those inquiries.

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    - 1-877-577-9041

**For inquiries about enrolling in a Simply Healthcare Medicare Advantage Plan**

Those interested in enrolling in or learning more about Simply Healthcare’s Medicare Advantage Plans can call 1-888-577-0212.
Prior Authorizations

SERVICES THAT REQUIRE PRIOR AUTHORIZATION
Services that require Prior Authorization are listed on the Prior Authorization Form. The form is available online. Forms may be submitted electronically or via fax.

Instructions
Electronic submission
2. Place mouse on “Providers” tab at the top of the page to view drop down menu.
3. Click on “Provider Portal.”
4. Log in to the portal with your User ID and password. First time users must register by clicking on “Provider Registration” on the right side of the page.
5. For outpatient services - Click on “Submit Authorization” from the menu on the right side of the page to begin the process.
6. For inpatient services - Click on “Submit Inpatient Authorization” from the menu on the right side of the page to begin the process.

Paper submission via fax
2. Click on photo of providers or the word “PROVIDERS” under the photo.
3. Scroll down the page to “Downloads.”
4. Click on “Pre-Authorization Form.”
5. Print and complete the form.
6. Fax the completed form to Simply Healthcare at 1-800-283-2117.

For STAT/Urgent requests, please call the Simply Healthcare Pre-Certification line at 1-877-915-0551, Option 2.

NO PRIOR AUTHORIZATION REQUIRED – Use the Quick Authorization Form (QAF)
No Prior Authorization is required for items and services listed on the Quick Authorization Form (QAF). The QAF is valid for: 1) Specialist Consultations; 2) Listed Office Procedures; 3) Free-Standing Diagnostic Facilities.

Instructions
Fax the completed QAF directly to the Specialist and provide a copy to the member during the same office visit. If you need a QAF, contact your Provider Network Consultant or email provideradministration@simplyhealthcareplans.com.

There is no need to submit the QAF to the plan. Please note that the QAF form is NOT for services performed in a hospital.

If you have any questions about claims submission, authorizations or encounters please contact your Provider Network Consultant or call our Provider Services Department at 1-877-915-0551.

Eligibility, Claim Status, Referral & Authorizations, Provider Directory and Provider Manual can be accessed through the Simply Healthcare website at www.simplyhealthcareplans.com

Participating Provider Networks
Please contact them directly to coordinate services
To assist you in quickly identifying and coordinating services for your Simply Healthcare members, below is a list of participating provider networks that are contracted with our plan. There are additional participating in-network providers for members of the Medicare Institutional Special Needs Plans (ISNP). Please refer to the ISNP Provider Directory.

As a participating PCP for Simply Healthcare, it is critical that your physicians and staff members refer within the Simply Healthcare network.

Staying within the network will ensure that members receive the best possible attention and service. Our Provider Relations Department as well as our Utilization Management Department will be monitoring compliance as it relates to referrals outside of the Simply Healthcare network. Please contact the networks listed below to coordinate contracted in-network services. This information will also be posted at www.simplyhealthcareplans.com and www.mysimplymedicare.com.

Under “Line of Business” ALL indicates Medicare and Medicaid
There are additional in-network providers for the Medicare Institutional Special Needs Plans, please see the ISNP Provider Directory.

<table>
<thead>
<tr>
<th>Service</th>
<th>Line Of Business</th>
<th>Excluded Provider</th>
<th>Telephone/Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health</td>
<td>Medicare</td>
<td>Concordia</td>
<td>P: 1-877-698-7787, Fax: 305-514-3281</td>
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<tr>
<td></td>
<td>Medicaid</td>
<td>Psychcare</td>
<td>P: 1-800-237-5487, Option 5, Fax: 305-279-4344</td>
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<tr>
<td>Cardiology</td>
<td>Medicare</td>
<td>New Century Health</td>
<td>P: 1-888-999-7713</td>
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<tr>
<td></td>
<td>Miami-Dade &amp; Broward Only</td>
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<tr>
<td>Chiropractic</td>
<td>ALL</td>
<td>Chiro Alliance</td>
<td>P: 1-727-319-6199</td>
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<tr>
<td>Dental</td>
<td>Medicare</td>
<td>DentaQuest</td>
<td>P: 1-877-468-5581</td>
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<tr>
<td></td>
<td>Medicaid-Acute</td>
<td>DentaQuest</td>
<td>P: 1-877-468-5581</td>
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<td>Medicaid-Children enrolled in Broward County</td>
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<tr>
<td>Diabetic Supplies (except for insulin)</td>
<td>Medicare</td>
<td>Neighborhood Diabetes Or retail pharmacies</td>
<td>P: 1-866-784-5647</td>
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<tr>
<td></td>
<td>Medicaid</td>
<td>Neighborhood Diabetes</td>
<td>P: 1-866-784-5647</td>
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<tr>
<td>Durable Medical Equipment, Home Health Care &amp; Infusion</td>
<td>Medicare</td>
<td>All-Med Management Systems</td>
<td>P: 1-800-393-7024, F: 1-800-831-4284</td>
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<tr>
<td>Durable Medical Equipment</td>
<td>Medicaid</td>
<td></td>
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<tr>
<td>Hearing</td>
<td>ALL</td>
<td>Hcare</td>
<td>P: 1-800-731-3277, Option 1</td>
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<tr>
<td>Hematology/Oncology</td>
<td>Medicare</td>
<td>New Century Health</td>
<td>P: 1-888-999-7713</td>
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<td></td>
<td>Miami-Dade &amp; Broward Only</td>
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<tr>
<td>Laboratory Services</td>
<td>ALL</td>
<td>Quest Diagnostics</td>
<td>P: 1-888-697-6378, Option 1</td>
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<tr>
<td>Meal Programs</td>
<td>Medicare</td>
<td>Clear Health Alliance</td>
<td>P: 1-888-362-1262</td>
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<tr>
<td></td>
<td>Medicaid</td>
<td>Independent Living Systems</td>
<td>P: 1-888-362-1262</td>
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<tr>
<td>Urology/Prostate</td>
<td>ALL</td>
<td>Premier Eye Care</td>
<td>P: 1-800-738-1800, Option 1</td>
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<tr>
<td>Optometry</td>
<td>Medicare</td>
<td>Premier Eye Care</td>
<td>P: 1-800-738-1800, Option 1</td>
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<td>Medicaid</td>
<td>Florida EyeCare</td>
<td>P: 1-877-481-3222, Option 1</td>
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<td>Podiatry</td>
<td>Medicare</td>
<td>PodCare</td>
<td>P: 1-866-604-2353</td>
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<td>TMS</td>
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<td>TMS</td>
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<td>Transportation</td>
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<td>AMC Medical Transportation</td>
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*Hernando, Hillsborough, Pasco, Pinellas and Polk counties