

Provider manual – Transportation services update

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

Beginning June 1, 2022, members will contact **866-372-9794** for Simply and **877-779-8617** for CHA (Regions 1 through 9) or **844-628-0388** for Simply or **877-671-6671** for CHA (Regions 10 and 11) Monday to Friday from 8 a.m. to 7 p.m. ET to schedule transportation. Nonemergency transportation benefits will not change for our members.

Please note that the current provider manual does not reflect this change. The correct information for the corresponding pages can be found below:

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Organization/program	Phone number
Transportation (Regions 1 through 9)	Simply: 866-372-9794 CHA: 877-779-8617
Transportation (Regions 10 and 11)	Simply: 844-628-0388 CHA: 877-671-6671

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Service	Coverage/limitations	Prior authorization (PA)
Nonemergency transportation services Transportation to and from all medical appointments: This could be on the bus, a van that can transport disabled people, a taxi, or other kinds of vehicles	Our transportation will cover the following services statewide for recipients who have no other means of transportation: Out-of-state travel: <ul style="list-style-type: none"> • Out-of-state travel • Transfers between hospitals or facilities • Escorts when medically necessary 	PA is required for out-of-state travel and transfers between hospitals or facilities. PA is required for one way trips greater than 50 miles.

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

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