

Medicare Advantage



Medicare Advantage Reference Guide



Key contacts

Provider Services	844-405-4297
Member Services and 24/7 Nurse Line	877-577-0115



Vendors

Service	Vendor	Phone
Hearing services	Hearing Care Solutions	877-583-2842
Behavioral health	Carelon Behavioral Health, Inc.	877-698-7787
Acupuncture and chiropractic services	American Specialty Health	800-972-4226
Dental	Liberty Dental	888-352-7924
Pharmacy help desk	CarelonRx, Inc.	833-235-2030
Routine vision and ophthalmology	iCare	855-373-7627
Home delivered meals, post facility discharge	GA Foods	866-575-2772
PT/OT/ST therapy	Health Network One	888-550-8800
Home health care, DME, and home IV infusion	Integrated Home Care Services	844-215-4264
Laboratory services	LabCorp	800-877-5227
Cardiology (Miami-Dade, Broward, and Palm Beach County only)	Evolent	888-999-7713
Hematology/oncology (Miami-Dade, Broward, and Palm Beach County only)	Evolent	888-999-7713
Dermatology	Dermatology Network Solutions	844-222-3535
Podiatry	Podiatry Network Solutions	844-222-3939

Community contacts

Elderly abuse hotline	800-96-ABUSE (800-962-2873)
Elder affairs	800-96-ELDER (800-963-5337)

Authorizations

Online	Availity Essentials Authorization Application: Availity.com Select Patient Registration to access <i>Authorizations</i> .
Phone	844-405-4297
Fax	866-811-0143

The following data is required for complete notification/precertification:

- Member ID
- Legible name of referring provider
- Legible name of individual referred to provider
- National provider identifier and/or tax ID number
- Number of visits/services
- Date(s) of service
- Diagnosis
- CPT®/HCPCS codes

Availity Essentials (Availity.com)

- Claim submission
- Claim status
- Member eligibility
- EDI
- Reports
- Electronic prior authorization requests

Claims submissions

Paper claims
Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
Electronic claims
Availity Essentials payer ID: SPLY

Claims dispute process

Verbal dispute
844-405-4297
Written dispute
Simply Healthcare Plans, Inc. Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599

Visit our website for more information.

EFT enrollment

Electronic claims payment through electronic funds transfer (EFT) is a secure and fast way to receive payment, reducing administrative processes. EFT deposits are assigned a trace number that is matched to the 835 electronic remittance advice (ERA) for simple payment reconciliation.

As of November 1, 2021, **provider. simplyhealthcareplans.com/florida-provider/electronic-data-interchange** should be used to register and manage EFT account changes.

ERA enrollment

Go to **Availity.com** and select **Enrollments Center** in the *My Account Dashboard* on the home page. Select **ERA Enrollment** in the *Multi-Payer Enrollments* section. Then, follow the wizard and submit. After submitting, you will be notified by email that enrollment is complete and will start receiving 835s through Availity Essentials.

Availity Essentials	800-282-4548
----------------------------	---------------------

Member transportation

To schedule transportation for a Simply Healthcare Plans, Inc. member residing in any of our Medicare HMO or Medicare PPO coverage areas, contact **833-628-0388**.

Provider manager information

Name	
Phone	
Email	

Member advocate information

Name	
Phone	
Email	

Health Promotions representative information

Name	
Phone	
Email	

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan. CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of the health plan.

provider.simplyhealthcareplans.com

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.