

Resource guide for Simply Healthcare Plans, Inc.

This reference guide provides a list of the departments at Simply Healthcare Plans, Inc. (Simply) that may be helpful in assisting with coordination and authorization of services that a member may need. Simply has also provided names of their team who may assist with any issues that have not been resolved in a timely manner and need to be escalated. Simply provides services in regions 1, 2, 5, 6, 7, 8, 9, 10, and 11, and also provides services for long-term care. For more information, contact Simply at **844-405-4296** or check their website at <https://provider.simplyhealthcareplans.com>.

Behavioral health — Case management (Carelon Behavioral Health, Inc.)

Support provided: Assist with coordination of appointments for behavioral health and substance use needs, linkage to community services and resources, member education, coordination with treating providers, and participation in the Department of Children and Families (DCF) planning process outlined in *Section 394.75, F.S.*, and the provision of enhanced care coordination and management for high-risk populations.

Contact information:

- Phone number: **844-406-2396** (TTY **711**)
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 7 p.m. ET
- Contact after hours or weekends: **844-375-7215**
- Special instructions for after hours or weekends: Press 1 for English or 2 for Spanish, press 9 for emergency, you will then be transferred to a clinician.

Escalation contact:

- Primary: Behavioral Health Management team
- Email: dl-BHManagerTeam@simplyhealthcareplans.com
- To connect with local mental health and substance use services, visit Carelon Behavioral Health's [Provider Directory](#).

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan. Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.
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Behavioral health — Utilization management — Carelon Behavioral Health

Support provided: Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory, and behavioral health case management.

Contact information:

- Phone number: **844-375-7215**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 8 p.m.
- Contact after hours or weekends: **844-375-7215**

Escalation contact:

- Primary, including for opioid use disorder (OUD)/substance use disorder (SUD): Ellen Rostafin
- Phone number: **786-376-4690**
- Secondary: Patrick Glynn
- Phone number: **786-559-8400**
- To connect with local mental health and substance use services, visit Carelon Behavioral Health's [Provider Directory](#).

Case management

Support provided: Regular assistance for enrollees with appointments coordination (providers, transportation, DME), complex care management, assistance with service coordination for early intervention services, post discharge from hospital admissions and ER, referral and linkage with community resources and services, education on plan benefits and coordination with providers.

Contact information:

- Phone number: Provider Services: **844-405-4296**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.
- Contact after hours or weekends for members only: **844-406-2396**
- Special instructions for members only during after-hours or weekends: There are two options available, the Nurse Advice Line or the Case Management department voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after-hours Case Management representative. If not urgent, member can use the Case Management department option, leaving a voicemail with first and last name, date of birth, a contact number, and a brief description of the assistance needed. Call will be returned as soon as possible or within 12 hours.

Escalation contact

Primary: Case Management Referrals:

- Email: DL-SHP-CM_DM_Referrals@simplyhealthcareplans.com

Perinatal care support

Support provided: Regular assistance for enrollees with appointment coordination (providers, transportation), assistance with services coordination after inpatient or ER related events, referral and linkage with community resources, and referral to behavioral health services.

Contact information:

- Phone number: Provider Services: **844-405-4296**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.
- Contact after hours or weekends for members only: **844-406-2396**, say *24 Nurseline* when prompted about the reason for your call.
- Special instructions for members only during after-hours or weekends: There are two options available, the Nurse Advice Line or the Case Management department voicemail. If an urgent matter, member must use the Nurse Advice Line who will assist or transition to an on-call after hours Case Management representative. If not urgent, member can use the Case Management department option, leaving a voicemail with first and last name, date of birth, a contact number, and a brief description of the assistance needed. Call will be returned as soon as possible or within 12 hours.

Escalation contact:

- Primary: Case Management Referrals
- Email: DL-SHP-CM_DM_Referrals@simplyhealthcareplans.com

Pharmacy

Support provided: Authorizations related to retail drugs, specialty drugs, and information on what drugs require a prior authorization.

Contact information:

- Phone number: **877-577-9044**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 8 p.m.
- Contact after hours or weekends: **833-235-2030**
- Special instructions for after hours or weekends: The pharmacy benefit management call center is available 24/7 and can assist providers with a 72-hour emergency supply of medication as necessary based on applicable contract requirements.

Escalation contact:

- Primary: Conrad Roux
- Phone number: **786-559-0024**

Subcontracted utilization management services

Acupuncture/chiropractic — American Specialty Health (ASH)

Support provided: Acupuncture and chiropractic provider network and services

Contact information:

- Phone number: **800-972-4226**
- Hours of operation during non-holidays: Monday through Friday 8 a.m. to 9 p.m.
- Contact after hours or weekends: See escalation contact details below.

Escalation contact:

- Primary: Carol Gallardo
- Email: CarolG@ashn.com
- Phone number: **800-848-3555 x3835**

Dermatology — Dermatology Network Solutions (DNS)

Support provided: Dermatology Provider Network

Contact information:

- Phone number: **844-222-3535**
- Hours of operation during non-holidays: Monday through Friday 8 a.m. to 5 p.m.
- Contact after hours or weekends: See escalation contact details below.
- Special instructions for after hours or weekends: Reach out via email and/or cell phone to Daniela Cardoso. If unavailable, Nancy Kanaplue will handle needs.

Escalation contact:

- Primary: Daniela Cardoso
- Phone number: **786-606-3945**
- Email: daniela@pns-mgmt.com
- Secondary: Nancy Kanaplue
- Phone number: **305-790-4905**
- Email: nancy@pns-mgmt.com

Hearing — 20/20 Hearing Care Network

Support provided: Hearing services

Contact information:

- Phone number: **844-575-4327**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.
- Contact after hours or weekends: **561-638-5790**

Escalation contact:

- Primary: Dr. Elliott Solomon
- Phone number: **561-638-5790**

- Secondary: Dr. Robert Coppola
- Phone number: **954-917-2337 ext. 1024**

Home health/durable medical equipment (DME) — Integrated Home Care Services, Inc. (IHCS)

Support provided: Home health, DME, home IV infusion

Contact information:

- Phone number: **844-215-4264**
- Hours of operation during non-holidays: Monday through Friday from 8:30 a.m. to 7 p.m., and Saturdays 8:30 a.m. to 5:30 p.m.
- Contact after hours or weekends: **844-215-4264**
- Special instructions for after hours or weekends: After hours answering service is available seven days a week. Monday through Friday from 7 p.m. to 8:30 a.m., and on weekends, Saturday from 5:30 p.m. to 8 a.m. Monday morning, and every holiday.

Home health escalation contact:

- Primary: Maria Garron
- Phone number: **844-215-4264 ext. 7361**

DME escalation contact:

- Primary: Nicole Huie
- Phone number: **844-215-4264 ext. 7361 | 754-215-8102**

Home IV infusion escalation contact:

- Primary: Kevin Simas
- Phone number: **844-215-4264 ext. 7361 | 954-232-0215**

Podiatry — Provider Network Solutions (PNS)

Support provided: Podiatry provider network

Contact information:

- Phone number: **844-222-3939**
- Hours of operation during non-holidays: Monday through Friday 8 a.m. to 5 p.m.
- Contact after hours or weekends: See escalation contact details below.
- Special instructions for after hours or weekends: Reach out via email and/or cell phone to Daniela Cardoso. If unavailable, Nancy Kanaplue will handle needs.

Escalation contact:

- Primary: Daniela Cardoso
- Phone number: **786-606-3945**
- Email: daniela@pns-mgmt.com
- Secondary: Nancy Kanaplue
- Phone number: **305-790-4905**

- Email: nancy@pns-mgmt.com

Radiology — Carelon Medical Benefits Management, Inc.

Support provided: Utilization management for radiology

Contact information:

- Phone number: **877-202-5276**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 8 p.m.
- Contact after hours or weekends: **844-406-2396**

Special instructions for after hours or weekends: Contact 24-hour nurse line via Simply Member Services at **844-406-2396 (TTY 711)** and say *24 Nurseline* when prompted about the reason for your call. The ordering physician can enter cases 24/7 via the AIM provider website at providerportal.com.

Escalation contact:

- Primary: Mariam Jafri
- Phone number: **224-284-1645**
- Secondary: Nancy Armatas
- Phone number: **312-485-1400**
- Special instructions: Ordering physician can enter cases via website 24/7

Therapies — Health Network One, Inc. (HN1)

Support provided: Physical therapy/occupational therapy/speech therapy provider network and services

Contact information:

- Phone number: **888-550-8800**
- Hours of operation during non-holidays: Monday through Friday from 8:30 a.m. to 5 p.m.
- Contact after hours or weekends: **888-550-8800**
- Special instructions for after hours or weekends: Follow the HN1 message instructions to be connected to the on-call UM supervisor

Escalation contact:

- Primary phone number: **888-550-8800**;
- Hours of operation during non-holidays: Monday through Friday 8:30 a.m. to 5 p.m.
- Primary: Terri Epp
- Email: EppT@healthsystemone.com

Transportation

Support provided: Non-emergency transportation (statewide)

Contact information:

- Phone number: **844-628-0388** (reservations)
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 7 p.m.
- Contact after hours or weekends: **844-628-0388** (reservations)

Escalation contact:

- Primary: Alex Batista
- Phone number: **786-865-6556**
- Secondary: Bob Beers
- Phone number: **305-308-8110**

Vision — iCare

Support provided: Providers are able to call the toll-free provider help line to connect to the Utilization Management department. Utilization Management personnel are available to speak with providers and assist with authorization requests for elective surgeries and procedures.

Contact information:

- Phone number: **855-373-7627** or **305-418-2025**
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 7 p.m.
- Contact after hours or weekends: **855-373-7627** or **305-418-2025**
- Special instructions for after hours or weekends: Providers contractually agree to provide emergent medically necessary care to members after-hours or on weekends, and the providers do not have to call the Utilization Management department to obtain authorization. If a member or provider experiences an emergency during after-hours or on the weekends, the member should be directed to call **911** and the provider should be reminded to treat the member and notify iCare on the next business day.

Escalation contact:

- Primary: Olga Hernandez
- Office phone number: **305-418-2025 ext. 208**
- Cell phone number: **305-849-9301**
- Secondary: Support Services Call Center
- Phone number: **855-418-1627**

Utilization management

Support provided: Authorizations related to outpatient services, including home health, IV infusion, DME, pain management, diagnostic testing, and complex therapies.

Contact information:

- Phone number: **866-223-3205** for outpatient, and **866-233-3392** for DME/home health
- Hours of operation during non-holidays: Monday through Friday from 8 a.m. to 5 p.m.

Community resources:

- [simplyhealthcareplans.com/florida-medicaid/get-help/community-resources.html](https://www.simplyhealthcareplans.com/florida-medicaid/get-help/community-resources.html)
- To ensure optimal continuity of care, it is important and encouraged to connect the patient with a PCP. For guidance on how to access and validate a patient's PCP, please contact **844-405-4296**.
- Simply provider directory: [simplyhealthcareplans.com/florida-medicaid/care/find-a-doctor.html](https://www.simplyhealthcareplans.com/florida-medicaid/care/find-a-doctor.html)
- Simply *Provider Manual*:

https://provider.simplyhealthcareplans.com/docs/gpp/FLFL_SMH_FHKProviderManual.pdf?v=202102231922

- Simply provider education: <https://provider.simplyhealthcareplans.com/florida-provider/training-academy>