



Simply Healthcare Plans, Inc. and Lighthouse Health Plan: Contract acquisition authorizations, claims, appeals, vendors and COC

Purpose

Effective February 1, 2021, Simply Healthcare Plans, Inc. (Simply) will serve the health care coverage needs of eligible Medicaid recipients in regions 1 and 2, including the recipients previously enrolled in Lighthouse Health Plan (Lighthouse). This notice serves to remind providers and subcontractors of the correct submission methods for authorizations, claims, grievances, payment disputes and appeals. This notice will also provide information on continuity of care (COC) requirements and a list of our delegated vendors.

Authorizations

Authorizations for date-of-service on or after February 1, 2021, can be requested via:

- **Web:** You can initiate preauthorization requests online via Availity* (<https://www.availity.com>) using the Interactive Care Reviewer.
- **Phone:** Call **1-844-405-4296**.

Claims

Claims for a date of service on or after February 1, 2021, should be sent to Simply electronically or by mail.

Paper claims	Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
Electronic claims	https://www.availity.com Payer ID: SMPLY

Claims for a date of service prior to February 1, 2021, should be sent to Lighthouse electronically or by mail.

Paper claims	Lighthouse Health Plan P.O. Box 211156 Eagan, MN 55121
Electronic claims	Payer ID: 31828

* Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc. Beacon Health Options, Inc. is an independent company providing behavioral health services on behalf of Simply Healthcare Plans, Inc. Health Network One, Inc. is an independent company providing dermatology and therapy services on behalf of Simply Healthcare Plans, Inc. 20/20 Hearing Care Network, Inc. is an independent company providing hearing care services on behalf of Simply Healthcare Plans, Inc. Integrated Home Care Services, Inc. is an independent company providing home health care services on behalf of Simply Healthcare Plans, Inc. LabCorp is an independent company providing laboratory services on behalf of Simply Healthcare Plans, Inc. IngenioRx is an independent company providing pharmacy benefit management services on behalf of Simply Healthcare Plans, Inc. AIM Specialty Health® is an independent company providing radiology authorization services on behalf of Simply Healthcare Plans, Inc. iCare is an independent company providing vision care services on behalf of Simply Healthcare Plans, Inc. LogistiCare is an independent company providing transportation services on behalf of Simply Healthcare Plans, Inc.

<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.
SFLPEC-2352-20 November 2020

Two claims will need to be submitted for claims with dates of service that span pre-go-live (February 1, 2021) and post-go-live: one submission for dates of service **prior** to the go-live date using the established submission process for Lighthouse and a second submission using the Simply claims submission process for **post**-go-live dates.

Exception: All hospital inpatient claims with an admission date prior to February 1, 2021, in which services continue after February 1, 2021, are required to be submitted to Lighthouse for payment.

P.O. Box addresses for paper claims, appeals, payment disputes and grievances

Services rendered to members enrolled in Simply with a **date of service on or after February 1, 2021:**

Correspondence type	P.O. Box address
Paper claims	Simply Healthcare Plans, Inc. Florida Claims P.O. Box 61010 Virginia Beach, VA 23466-1010
Medical appeals (Mail all medical information and medical necessity appeals)	Simply Healthcare Plans, Inc. Medical Appeals P.O. Box 62429 Virginia Beach, VA 23466-2429
Payment disputes	Simply Healthcare Plans, Inc. Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466-1599
Provider grievances (Not related to claims payment, and should be submitted in writing)	Simply Healthcare Plans, Inc. Grievance and Appeals Team 4200 W. Cypress St., Suite 900 Tampa, FL 33607
Behavioral health paper claims	Beacon Health Options Claims Department P.O. Box 1850 Hicksville, NY 11802-1850

Services rendered to members enrolled in Lighthouse with a **date of service before February 1, 2021:**

Correspondence type	P.O. Box address
Paper claims	Lighthouse Health Plan P.O. Box 211156 Eagan, MN 55121
Medical appeals (Mail all medical information and medical necessity appeals)	Lighthouse Health Plan P.O. Box 211156 Eagan, MN 55121

Payment disputes	Lighthouse Health Plan P.O. Box 211156 Eagan, MN 55121
Provider grievances (Not related to claims payment and should be submitted in writing)	Lighthouse Health Plan P.O. Box 211156 Eagan, MN 55121
Behavioral health paper claims	Access Behavioral Health Attention: Claims 1221 West Lakeview Ave. Pensacola, FL 32501

Vendors/delegated providers

Service	Vendor	Phone number
Behavioral health services	Beacon Health Options, Inc.*	1-844-375-7215
Dermatology	Health Network One, Inc.* (HN1)	1-800-595-9631
Hearing services	20/20 Hearing Care Network, Inc.*	1-844-575-4327
Home health, home infusion and DME	Integrated Home Care Services, Inc.* (IHCS)	1-844-215-4264
Laboratory services	LabCorp*	1-800-877-5227
Pharmacy benefit manager	IngenioRx*	1-833-235-2030
PT/OT/ST therapy services	Health Network One, Inc.* (HN1)	1-888-550-8800
Radiology authorizations	AIM Specialty Health®*	1-877-434-8258
Vision services	iCare*	1-855-373-7627
Transportation	LogistiCare* (LGTC)	1-866-779-5235

Continuity of care

Simply would like to take this opportunity to also remind all providers that the continuity of care requirements for new members enrolled in Statewide Medicaid Managed Care Managed Medical Assistance require that we pay for continuity of care 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 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 honor all prior authorizations issued by Lighthouse to Simply from participating and nonparticipating providers. For providers not participating in Simply's network, these prior authorizations for ongoing course of treatments will be honored for a period of 60 days, after February 1, 2021.

Questions?

If you have questions or concerns, you can contact your local Provider Relations representative or Provider Services at Simply at **1-844-405-4296** Monday through Friday from 8 a.m. to 7 p.m. ET/7 a.m. to 6 p.m. CT; or Lighthouse Provider Services at **1-844 243-5176** Monday through Friday from 8 a.m. to 8 p.m. ET/ 7 a.m. to 7 p.m. CT.