



Simply Healthcare Plans, Inc. (Simply) and Vivida Health Contract Acquisition Frequently Asked Questions

Simply is acquiring the Statewide Medicaid Managed Care Managed Medical Assistance (SMMC MMA) contract from Vivida Health (Vivida). This acquisition expands the Medicaid footprint of Simply in region 8 as a non-specialty SMMC MMA plan.

Effective **November 1, 2022**, Simply will be one of the health plans serving the healthcare coverage needs of eligible Medicaid recipients in region 8, including the recipients previously enrolled in Vivida. Upon finalizing the Vivida contract acquisition and the Vivida member enrollment into Simply, effective November 1, 2022, Vivida will cease to operate as an active SMMC MMA plan in Florida.

Which region and counties will be affected by the acquisition?

Below is a list of the region and counties affected by the contract acquisition effective November 1, 2022:

Region	Counties
Region 8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota

What happens to my open Vivida authorizations prior to my region’s rollout date?

Simply is responsible for continuity of care for all Vivida members transitioning to Simply. Simply will honor all prior authorizations issued by Vivida to Simply from participating and non-participating 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 November 1, 2022.

How can I request an authorization for a date of service on or after November 1, 2022?

- **Web:** You can initiate preauthorization requests online via Availity* (<https://www.availity.com>) using the **Interactive Care Reviewer**.
- **Phone: 844-405-4296**
(Not applicable to DME/HH providers under Integrated Home Care Services, Inc. IHCS)

Where do I submit claims for date of service prior to November 1, 2022?

Paper claims	Vivida Health PO Box 211290 Eagan, MN 55121
Electronic claims	Payer ID: A0102

* Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc.

Where do I submit claims for date of service on or after November 1, 2022?

Paper claims <i>(Not applicable to DME/HH providers under Integrated Home Care Services, Inc. IHCS)</i>	Simply Healthcare Plans, Inc. P.O. Box 61010 Virginia Beach, VA 23466-1010
Electronic claims	https://www.availity.com Payer ID: SMPLY

What if I have claims for dates of service that span pre go-live and post go-live?

Two claims will need to be submitted for claims with dates of service that span pre go-live (November 1, 2022) and post go-live: one submission for dates of service **prior** to the go-live date using the established submission process for Vivida 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 November 1, 2022 are required to be submitted to Vivida for payment. This includes all hospital inpatient claims with an admission date prior to November 1, 2022, in which services continue after November 1, 2022.

How do I know which Provider Services phone number I should call?

The Simply Provider Services phone number, **844-405-4296**, (Monday to Friday from 8 a.m. to 7 p.m. ET), can be called for any questions or concerns relating to claims, authorizations, grievances and appeals, etc., for dates of service on or after the go-live date of the acquisition. You should contact Vivida Provider Services at **844-243-5175** (Monday to Friday from 8 a.m. to 7 p.m. ET) for any questions or concerns relating to claims, authorizations, grievances and appeals, etc., for dates of service prior to the go-live date of the acquisition.

Who will be my group's new Provider Relations representative?

Transitioning Vivida providers can expect to be contacted by a Simply Provider Relations prior to November 1, 2022.

Where can I find Simply's provider resources, documents and the *Provider Manual*?

Visit Simply's provider self-service website at <https://provider.simplyhealthcareplans.com>.

Will there be provider training opportunities?

In addition to the provider trainings and resources located on our provider website, Simply will conduct supplemental webinars to ensure a smooth transition. Your Provider Services representatives will ensure you are provided with the most up-to-date training materials and resources.

Will my transitioning patients receive new member ID cards?

Yes, all new transitioning members will be provided with a Simply member ID card.

How will Vivida members be impacted by the contract acquisition?

Transitioning members will have the same SMMC MMA benefit coverage that was provided under Vivida. Members will also have access to a greater number of value-added benefits; additional healthy behaviors programs; and also have access to an extensive provider network. Members will continue to be supported by a health plan and provider network that prioritizes their quality of healthcare and access to services.

If you have questions or concerns about these changes or other topics, you can contact your local Provider Relations representative or Simply Provider Services at **844-405-4296**, (Monday to Friday from 8 a.m. to 7 p.m. ET) and Vivida Provider Services at **844-243-5175**, (Monday to Friday from 8 a.m. to 7 p.m. ET).