



September 2, 2022

Dear Member,

Thank you for being such a valued member.

We're always looking for ways to make healthcare easier for you. One way is working with the right companies in Florida. We have some great news to share with you. Simply Healthcare Plans, Inc. (Simply) is purchasing Vivida Health's (Vivida) Florida Medicaid contract. Vivida members will become Simply members November 1, 2022.

Simply is all about making healthcare simple so you can focus on what matters most. As a Simply member, you will receive your Medicaid benefits, a wide provider network, a 24/7 nurse line, and many extras to help you live a healthier life, like:

- Housing assistance (\$500)
- Home-delivered meals in the case of a natural emergency, like a hurricane
- Behavioral health services
- Vision services such as eye exams, eyeglass frames, and contact lenses
- Over-the-counter (OTC) medicines and items — \$25 per household, per month
- Nutritional counseling
- Meals after a hospital discharge
- Hearing services
- Flu shots
- Physical therapy treatment
- And more!

You can learn more about Simply by visiting [simplyhealthcareplans.com/medicaid](https://simplyhealthcareplans.com/medicaid). During this change period, please keep all scheduled doctor appointments. Also, if you have a case manager, continue working with them. Vivida Health will keep providing your healthcare coverage until you become a Simply member.

When you become a Simply member on November 1, 2022, you can keep receiving services your doctor already approved. This will last for up to 60 days after you become a Simply member. This 60-day period is called the Continuity of Care (COC) period. During this time, Simply must pay for these approved services. Also during this time, you can keep going to the same provider, even if the provider is not in the Simply plan network. After the COC period, you will need to receive services from a Simply plan provider.

## Open Enrollment

This change is happening during Open Enrollment. Open Enrollment is a special time that happens once a year. During Open Enrollment, you can choose to stay with your current plan or pick a new one. The Open Enrollment period for your region begins November 1, 2022, and ends December 31, 2022. This year, if you choose to stay with Vivida, then you will become a Simply member on November 1, 2022. If you pick a new plan during Open Enrollment, you will start with that new plan on January 1, 2023. Watch for a letter in the mail from the Agency for Health Care Administration that tells you when Open Enrollment starts. To get more information about Open Enrollment, please visit [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com) and click on the Open Enrollment banner.

**Nothing is changing right now.** As we get closer to November 2022, you can expect:

- Your new Simply member ID card in the mail.
  - If Simply is your primary health insurance plan, then your primary care provider's (or PCP's) name and phone number will be listed on your ID card. If your PCP is a Simply plan provider or becomes one by November 2022, then you can keep seeing the same PCP. If not, then Simply will assign you a new PCP in the Simply plan. You can change the PCP that Simply chooses for you if you like.
- An overview of your Simply benefits and how to use them.

Simply will help you and your family make the most of your healthcare benefits. Thank you for letting us work with you now and through this change. If you have any questions about your current benefits, please visit us at [www.vividahealth.com](http://www.vividahealth.com). You can also call toll free at 1-844-243-5131 or TTY 711, Monday through Friday from 8:00 am to 7:00pm EST.

We value you as a member. We wish you the best of health.

Sincerely,

Vivida Health

**This information is available for free in other languages. If you need auxiliary aids and services, including the provision of the materials in alternative formats, including large print, please call us at 1-844-243-5131 or TTY 711.**

English	<i>This information is available for free in other languages. Please contact our customer service number at 1-844-243-5131 or TTY NUMBER 711 during 8:00 A.M. to 7:00 P.M. Monday through Friday.</i>
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	<p><i>If you do not speak English, call us at 1-844-243-5131. We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can communicate with you in your language.</i></p>
<i>French</i>	<p><i>Ces informations sont disponibles gratuitement dans d'autres langues. Veuillez contacter notre assistance à la clientèle 1-844-243-5131 ou au 711 aux heures suivantes 8:00 A.M. to 7:00 P.M. du lundi au vendredi.</i></p> <p><i>Si vous ne parlez pas anglais, contactez-nous au 1-844-243-5131. Nous avons accès à des services d'interprétariat et pouvons répondre à vos questions dans votre langue. Nous pouvons également vous aider à trouver un prestataire de soins de santé capable de communiquer avec vous dans votre langue.</i></p>
<i>Haitian Creole</i>	<p><i>Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri kontakte sèvis kliyantèl nou nan nimewo 1-844-243-5131 oswa 711 pandan 8:00 A.M. to 7:00 P.M. lendi jiska vandredi.</i></p> <p><i>Si ou pa pale anglè, rele nou nan 1-844-243-5131. Nou gen aksè ak sèvis entèprèt e nou ka ede reponn kesyon ou yo nan lang pa w. Nou ka ede w tou jwenn pwofesyonèl lasante ki kapab kominike avèk ou nan lang pa w.</i></p>
<i>Italian</i>	<p><i>Queste informazioni sono disponibili gratuitamente in altre lingue. Contattare il nostro servizio clienti al numero 1-844-243-5131 o 711 durante 8:00 A.M. to 7:00 P.M. da lunedì a venerdì.</i></p> <p><i>Se non parla inglese, si rivolga al numero 1-844-243-5131. Abbiamo a disposizione servizi di interpretariato; pertanto, se ha domande, possiamo fornirle risposte nella sua lingua. Possiamo inoltre aiutarla a trovare un assistente sanitario in grado di comunicare con lei nella sua lingua.</i></p>
<i>Russian</i>	<p><i>Эта информация доступна бесплатно на других языках. Пожалуйста, свяжитесь с нами по номеру обслуживания клиентов 1-844-243-5131 или 711 в течение 8:00 A.M. to 7:00 P.M. С понедельника до пятницы</i></p> <p><i>Если вы не разговариваете по-английски, позвоните нам по 1-844-243-5131. Мы имеем доступ к услугам переводчика и можем ответить на ваши вопросы на вашем языке. Мы также можем помочь вам найти поставщика медицинских услуг, который сможет общаться с вами на вашем языке.</i></p>
<i>Spanish</i>	<p><i>Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro servicio al cliente a través del 1-844-243-5131 o por 711 durante el 8:00 A.M. to 7:00 P.M. de lunes a viernes.</i></p>

<p><i>Si no habla inglés, llámenos al 1-844-243-5131. Contamos con servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma. También podemos ayudarlo a encontrar un proveedor de atención médica que pueda comunicarse con usted en su idioma.</i></p>
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### **Non-Discrimination Notice**

Vivida Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Vivida Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Vivida Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Member Services at 1-844-243-5131.

If you believe that Vivida Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by our calling the Vivida Health Compliance Line:

Call 1-888-695-1476 or visit [www.mycompliancereport.com](http://www.mycompliancereport.com) and enter code VHP

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TTY)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### **Translation Services**

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-243-5131 (TTY: 711).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-243-5131 (TTY: 711).

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-243-5131 (TTY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-243-5131 (TTY: 711).

**注意:** 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-844-243-5131 (TTY: 711)。

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-243-5131 (TTY: 711).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-243-5131 (TTY: 711).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-243-5131 (телетайп:711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-243-5131 (رقم هاتف الصم والبكم: 711).

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-243-5131 (TTY: 711).

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-243-5131 (TTY: 711).

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-243-5131 (TTY: 711) 번으로 전화해 주십시오.

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-243-5131 (TTY: 711).

**સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-243-5131 (TTY: 711).

**เรียน:** ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-243-5131 (TTY: 711).

