

October 13, 2022

## Simply Healthcare Plans, Inc. and Best Care Assurance, LLC d/b/a Vivida Health's (Vivida Health): Membership Acquisition

**Purpose:** Effective November 1, 2022, Simply Healthcare Plans, Inc. (Simply) will serve the health care coverage needs of eligible Medicaid recipients in regions 8, including the recipients previously enrolled in Best Care Assurance, LLC d/b/a Vivida Health's (Vivida Health). Therapy Network of Florida/Health Network One (TNFL/ HN1) will be the mandatory specialty network for Physical Therapy, Speech Therapy and Occupational Therapy services provided in a free-standing outpatient setting for these eligible Medicaid recipients of all ages.

### Continuation of Care (COC)

Continuation of Care (COC) period is up to 60 days from the date that the enrollee switched to Simply Healthcare Plans, Inc. (Simply). The COC period ends when the old Best Care Assurance, LLC d/b/a Vivida Health's (Vivida Health) auth expires or when the 60 days ends; whichever comes first. You are not required to obtain an authorization from HN1/TNFL to continue providing these services during the Continuation of Care Period. If you are NOT a participating provider with HN1/TNFL, please refer the enrollee to their Primary Care Physician or ordering Provider so that they may refer the enrollee to a participating therapist. Enrollees may also contact Simply Healthcare Plans, Inc. (Simply) to locate a participating therapist. Simply Member Services: 1-844-406- 2396(TTY 711) Simply Provider Services: 1-844-405-4296.

### Authorizations

Authorizations for date-of-service on or after November 1, 2022, can be requested via:

Our Provider Web Portal at <https://mytnfl.com/hs1portal/>. Fax is available as an emergency backup via TNFL fax at 1-855-410-0121.

### Claims

For services rendered on or after November 1, 2022, the preferred method of claim submission is EDI. Providers may use the TNFL Provider Web Portal by going to

<https://mytnfl.com/hs1portal> to submit claims. Providers may also use the portal to check status of your submitted claims 24/7 regardless of the method of submission (paper, electronic, Web Portal entry). If you wish to sign up, please visit [www.mytnfl.com](http://www.mytnfl.com) to register for an account.

If your office prefers to submit claims electronically via clearinghouse, our Payer ID is 65062 for professional claims and 12k89 for institutional claims.

If your office prefers to submit via paper, please send CMS 1500 forms or other approved billing forms (i.e. UB04) to:

Therapy Network of Florida Claims  
Processing Center  
P.O. Box 350590  
Fort Lauderdale, FL 33335-0590

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### Questions?

For more information, please visit our website at [www.mytnfl.com](http://www.mytnfl.com) and download the TNFL Simply Healthcare Provider Manual.

If you have any questions regarding this communication, please contact TNFL's Provider Relations Department at 1-888-550-8800, Option 2.