

Interactive Care Reviewer — prior authorization submission tip sheet

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Florida Healthy Kids (FHK) and the Medicare Advantage program for Simply.

Our Interactive Care Reviewer (ICR), which is accessed online through the Availity Portal* at <https://www.availity.com>, is the preferred method for submitting prior authorization requests. When submitting prior authorization requests through our ICR, select **Create New Request** and follow the prompts to complete the required fields.

To reduce common errors and duplicate requests, please follow the guidelines below:

- Ensure the person entering the prior authorization request in the ICR is completing all contact information fields, including name, phone number and fax number.
- Providers should communicate with each other to confirm who will be requesting the authorization (PCP, specialist or facility). We are receiving requests for prior authorizations for the same services but from multiple providers.
- Do not enter a new prior authorization request to make changes to authorizations. If you need to make a change to a previously approved authorization or a prior authorization that is still pending, either:
 - Call Provider Services:
 - Medicaid — Simply and CHA: **1-844-405-4296**
 - FHK — Simply: **1-844-405-4296**
 - Medicare Advantage — Simply: **1-844-405-4297**
 - Send a fax to **1-800-964-3627** with notes on it to change the authorization.
- If it is a place of service change to a higher level of care, you should submit clinical information to support the change.
- CPT® codes on prior authorization requests must match the information in the clinical notes.
- Include the number of units. Do not leave the unit field blank.
- Double check the clinical notes to make sure they correspond to the correct patient.

Stat authorization requests received with no clinical documentation, no codes, or no place of services are at risk of denial due to stat time frames.

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

<https://provider.simplyhealthcareplans.com>

<https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.

For imaging requests:

- The place of service for freestanding diagnostic centers should be marked as **office**:
 - If you are entering a temporary place of service for the facility, ensure you are manually entering notes with the facility information including tax ID, NPI and location of the facility.
- Facilities must submit prior authorization requests with the script and clinical information needed to support the request.

Resources:

- [Availity Portal Pocket Guide](#)