

Important Reminders About SimplyBlue HMO

We offer SimplyBlue HMO health plans as an affordable health care option for small group employers to purchase for their employees in Broward, Hillsborough, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas and Seminole Counties.

Referrals

Important reminder: **Referrals are not required** when a SimplyBlue HMO member needs to visit an in-network specialist. If you aren't sure if your SimplyBlue patient needs a referral, please don't turn them away. Verify referral requirements in Availity^{®1} at availity.com. If you have questions about SimplyBlue, call us at 800-727-2227.

About SimplyBlue HMO

- Members must select a primary care physician (PCP) or one will be assigned to them. However, **members can visit any in-network PCP** for care and they do not have to see their assigned PCP.
- Inpatient and outpatient hospital visits do require authorization.
- Out-of-network services aren't covered, except for emergency or urgent care services.
- SimplyBlue HMO uses a sub-network of our Health Options, Inc. HMO provider network. Not all Health Options providers are in-network for SimplyBlue.

Helpful Reminders

- We have different types of HMO plans for individuals and employer groups to purchase, and referral requirements differ. Some of our HMO plans require a member's assigned PCP to coordinate medical services or the services aren't covered. Other HMO health plans, like SimplyBlue HMO, allow members to visit in-network specialists without a referral.
- Remember to ask your Florida Blue patients for a copy of their member ID card at each visit and verify eligibility and benefits electronically through Availity at availity.com. You can also verify a patient's assigned PCP at availity.com and verify if referrals are required.
- To find in-network providers, please use our online provider directory at floridablue.com> *Find a Doctor*.
- For details about our health plans, including billing and authorization requirements, and member and provider responsibilities, refer to the [Manual for Physicians and Providers](#) on our website at floridablue.com> *Providers (top of the page)*> *Provider Manual*.

Please read the attached Questions and Answers for more information.

¹Availity, LLC is a multi-payer joint venture company. For information, visit availity.com.
900-2626-0119

Questions and Answers

SimplyBlue HMO

We offer SimplyBlue HMO health plans for small group employers to purchase for their employees in Broward, Hillsborough, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas and Seminole Counties.

What is SimplyBlue?

We developed SimplyBlue as an affordable health care option for small employer groups to purchase for their employees in the counties listed above.

- SimplyBlue HMO offers predictable copay, coinsurance and deductible cost share amounts.
- Although members are assigned a primary care physician (PCP), they can go to any in-network PCP for care.
- **Referrals to specialists are not required.** However, members must be sure to select a specialist who is in-network for SimplyBlue.
- Authorizations are required for inpatient and/or outpatient services.

What provider network supports SimplyBlue?

- SimplyBlue uses a sub-group of our BlueCare[®] HMO (Health Options, Inc.) PCP and specialist network. Physicians invited to be in-network SimplyBlue providers are selected based on several factors including quality of care, efficiency, range of service and hospital affiliation.
- The SimplyBlue hospital network is similar to the hospital network for BlueCare HMO (Health Options, Inc.).
- All BlueCare HMO providers in the counties where SimplyBlue is available can see SimplyBlue members unless they receive a letter from Florida Blue letting them know they are not in-network with SimplyBlue.

Where is the SimplyBlue product available?

It's available in Broward, Hillsborough, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas and Seminole Counties.

How can I tell if I participate in SimplyBlue?

If you participate in BlueCare HMO (Health Options, Inc.) and do not receive an exclusion letter from us, then you're an in-network provider for SimplyBlue. To verify if you are in-network for SimplyBlue, please check our online provider directory at floridablue.com > **Find a Doctor**. Be sure to include the name of the health plan, SimplyBlue HMO, in your search.

How can I identify SimplyBlue patients?

The member ID card shows the product name in the upper right corner – **SimplyBlue**. The alpha prefix is **FSO**.

What specialists can my SimplyBlue patients see?

Your SimplyBlue patients must visit specialists who are in the network for SimplyBlue. Out-of-network benefits are not included, except for emergency services. If your SimplyBlue patient visits a provider who is not in-network for SimplyBlue, they may have to pay the full cost of the visit.

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How will I know if a specialist is in-network for SimplyBlue?

Please check our online provider directory at floridablue.com> **Find a Doctor**. Remember to include the name of the health plan, *SimplyBlue*, in your search request.

What pharmacies can my SimplyBlue patients use to fill prescriptions?

- SimplyBlue uses certain preferred pharmacies that include Publix, Walgreens, Walmart and Winn-Dixie. Your patients pay less when they use preferred pharmacies to fill prescriptions.
- Other national and regional chains and many independent pharmacies are in the network, but your patient pays more when they use them.
- Important: The SimplyBlue network does not include CVS-owned pharmacies including Target and Navarro. If a member uses a CVS pharmacy, they will have to pay the entire amount for prescriptions.

How is SimplyBlue different from BlueCare HMO?

SimplyBlue includes a smaller primary care physician and specialist network and uses the ValueScript pharmacy formulary.

How do I verify eligibility and benefits, and obtain referrals and authorizations for my SimplyBlue patients?

You can verify eligibility and benefits electronically through Availity at availity.com. *Referrals are not required for your SimplyBlue patients*. However, authorizations are required for inpatient and outpatient services. Please check the Utilization Management section of the *Manual for Physicians and Providers* at floridablue.com> *Providers (top of the page)*> *Tools & Resources*> *Provider Manual*.

What if I don't request an authorization for services for my SimplyBlue patient?

If an authorization is required and one is not on file, then the services are not covered.

How can I verify a SimplyBlue patient's assigned PCP?

You can verify a patient's assigned PCP through Availity at availity.com.

How do I know which SimplyBlue patients are assigned to in-network PCPs in my practice?

In-network PCPs are sent a list of assigned members through Availity at availity.com that identifies their SimplyBlue patients. Through Availity, you can also use the Quality and Efficiency Reporting Tool (QERP) to identify cost, quality, utilization and administrative improvement opportunities for your practice.

What laboratory/pathology provider is in-network for SimplyBlue?

Quest Diagnostics, Inc. is our preferred in-network clinical lab provider. Dermopath Diagnostics is our in-network preferred lab for anatomical pathology services. Important: Always refer your SimplyBlue patients to a Quest Diagnostic or Dermopath Diagnostics clinical lab for services whenever possible to keep their out-of-pocket costs as low as possible. Your SimplyBlue patients should use Quest and/or Dermopath Diagnostics for lab services or they have to pay the full amount for the services.

Are in-office lab services covered under SimplyBlue?

Please refer to the list of lab services in the **Standing Authorizations** section of the *Manual for Physicians and Providers* at floridablue.com> *Providers (top of the page)*> *Provider Manual*. The list shows the only lab services eligible for payment when performed in the office.

Where can I find more information about SimplyBlue?

Please refer to the *Manual for Physicians and Providers* at floridablue.com> *Providers (top of the page)*> *Provider Manual*.

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