



**TO: ALL PARTICIPATING PROVIDERS IN THE NETWORKS OF SIMPLY HEALTHCARE PLANS, INC., SIMPLY HEALTHCARE PLANS, INC. D/B/A CLEAR HEALTH ALLIANCE, BETTER HEALTH, INC., AND AMERIGROUP FLORIDA, INC. D/B/A AMERIGROUP COMMUNITY CARE**

**PURPOSE: FREQUENTLY ASKED QUESTIONS REGARDING THE MERGER OF ANTHEM, INC. LEGAL ENTITIES IN FLORIDA**

## **1. INTRODUCTION**

As you may be aware, Anthem, Inc. owns and operates several legal entities across Florida that provide and administer health benefits to over 650,000 Floridians. Currently, the following legal entities operate in Florida:

- Simply Healthcare Plans, Inc. (**Simply**)
- Simply Healthcare Plans, Inc. d/b/a Clear Health Alliance (**Clear Health**)
- Better Health, Inc. (**Better Health**)
- Amerigroup Florida, Inc. d/b/a Amerigroup Community Care (**Amerigroup**)

In an effort to bring our customers, providers, and members we serve the best possible products and experience, we are merging our various legal entities into one single legal entity through a corporate merger. This merger will occur on or about the third quarter of 2017.

We wrote this FAQ in order to answer certain questions you may have about your relationship with our companies; we hope you find it useful and informative. Your provider relations representative will also reach out to you soon to address any additional questions you may have. Thank you for continuing to serve our members!

## **2. HOW ARE WE OPERATING TODAY IN FLORIDA?**

- Simply operates as a Statewide Medicaid Managed Care (**SMMC**) Managed Medical Assistance (**MMA**) health plan through an Agency for Health Care Administration (**AHCA**) Contract in Region 11.
- Simply also operates as a Medicare Advantage (**MA**) health plan through a Centers for Medicare & Medicaid Services (**CMS**) Contract in the following CMS-approved counties: Hillsborough, Polk, Pinellas, Seminole, Orange, Osceola, Miami-Dade and Broward.

- Clear Health operates as a SMMC Specialty health plan for people living with HIV and AIDS through an AHCA Contract in Regions 1, 2, 3, 5, 6, 7, 8, 9, 10 and 11.
- Better Health operates as a SMMC MMA health plan through an AHCA Contract in Regions 6 and 10.
- Amerigroup operates as a SMMC MMA health plan through an AHCA Contract in Regions 5, 6, 7, and 11 and also as a SMMC Long Term Care health plan through an AHCA Contract in Regions 10 and 11.
- Amerigroup also operates as a Florida Healthy Kids (**FHK**) health plan through a FHK Contract in Regions 6, 7, 10 and 11.

### **3. WHAT WILL HAPPEN ON THE MERGER DATE?**

On the upcoming merger date, Amerigroup and Better Health will merge into Simply, and Simply will become the sole legal surviving entity in Florida. With this merger, Simply will maintain its d/b/a name as “Clear Health Alliance,” AND also start to do business as “Better Health” and “Amerigroup Florida” through the filing of additional d/b/a names as you can see below in Question 4.

**We will still preserve all of our Florida brands as Simply, Clear Health, Better Health, and Amerigroup, and our members will continue to see those brands on their ID cards.** You will also continue to see our brands in the community and in our marketing.

### **4. WHO WILL WE BE POST-MERGER?**

- Simply Healthcare Plans, Inc.
- Simply Healthcare Plans, Inc. d/b/a Clear Health Alliance
- Simply Healthcare Plans, Inc. d/b/a Better Health
- Simply Healthcare Plans, Inc. d/b/a Amerigroup Florida

### **5. DOES THIS CHANGE ANYTHING FOR ME?**

**No – Nothing changes for you. We will operate in the same way, offer the same services, cover the same members, and honor the same provider contracts.**

We will maintain ALL of the individual AHCA Contracts, the FHK Contract and the CMS MA Contract we had prior to the merger.

Our members will continue to have the same brands on their ID cards (i.e., Simply, Clear Health, Better Health and Amerigroup) and those members will still be able to identify with the brand they have come to know and trust.

We will continue to operate all lines of business as we did prior to the merger.

<b>6. WHAT HAPPENS TO MY SIMPLY, CLEAR HEALTH, BETTER HEALTH AND AMERIGROUP CONTRACTS POST MERGER?</b>
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**Good news! Nothing happens.**

- **If you have a provider contract with Simply, you will maintain your provider contract with Simply.** This contract will continue to serve the Simply members in the regions in which Simply operates. The rate under your Simply provider contract will continue to apply for services rendered to Simply members.
- **If you have a provider contract with Simply to service Clear Health members, you will maintain your provider contract with Simply.** This contract will continue to serve the Clear Health members in the regions in which Clear Health operates. The rate under your Simply provider contract will continue to apply for services rendered to Clear Health members.
- **If you have a provider contract with Better Health, you will maintain your provider contract with Better Health.** After the merger, Simply will own this Better Health contract, but this contract will continue to serve the Better Health members in the regions in which Better Health operates. The rate under your Better Health provider contract will continue to apply for services rendered to Better Health members.
- **If you have a provider contract with Amerigroup, you will maintain your provider contract with Amerigroup.** After the merger, Simply will own this Amerigroup contract, but this contract will continue to serve the Amerigroup members in the regions in which Amerigroup operates. The rate under your Amerigroup provider contract will continue to apply for services rendered to Amerigroup members.

At the current time, your contract(s) will not be used to expand to other new populations or product lines that weren't previously covered under those contracts.

Over the next year, Simply may approach you with a notice of changes to your contract or to offer a new contract to cover the relationship of all of its related Florida brands.

**7. HOW DO I SUBMIT MY CLAIMS POST MERGER?**

You will continue to submit claims the same way you did before as per the Simply, Clear Health, Better Health, and Amerigroup Provider Manuals. These manuals continue to be available to you on the internet at the following websites:

- [www.simplyhealthcareplans.com](http://www.simplyhealthcareplans.com)
- [www.clearhealthalliance.com](http://www.clearhealthalliance.com)
- [www.betterhealthflorida.com](http://www.betterhealthflorida.com)
- <https://providers.amerigroup.com/FL>

In addition, members' ID cards will continue to drive the process you should adhere to when you call for eligibility or have claims questions.

**8. WHICH POLICIES AND PROCEDURES AND PROVIDER MANUALS APPLY POST MERGER?**

The Simply, Clear Health, Better Health, and Amerigroup policies and procedures and Provider Manuals will continue to apply to the operation of your existing Simply, Simply/Clear Health, Better Health, and Amerigroup contracts.

Remember, members' ID cards will continue to drive the process you should adhere to when you call for eligibility or have claims questions.

**9. WHEN SIMPLY OWNS MY PROVIDER CONTRACT(S) AFTER THE MERGER, HOW WILL MY CONTRACT(S) CONTINUE TO BE ADMINISTERED?**

For now, you will not see any change in how your provider contract(s) is/are administered. Your claims will continue to pay in a manner that is consistent with your current experience. Again, the member ID card will drive not only the process, but also the contract under which eligible services are paid.

When there are any changes in the future that may affect your provider contract(s) or how your contract(s) are administered, we will communicate them to you in advance.

**10. IF I HAVE MULTIPLE CONTRACTS, WHICH RATES WILL APPLY TO THE MEMBERSHIP IN REGIONS THAT OVERLAP?**

Each contract will continue to preserve its rate and serve the membership it has always served. **Nothing changes for your contracts.** In regions that overlap for our standard MMA plans, we will continue to apply the rate in that contract for that particular membership brand. There are

no overlapping regions for our specialty plan, Clear Health, or for the Amerigroup LTC or FHK lines of business. Again, members' ID cards will drive not only the process, but also the contract under which eligible services are paid.

When there are any changes in the future that may affect the rate in your provider contracts, we will communicate them to you in advance.

Here are our overlapping standard MMA plan regions:

- Simply and Amerigroup (overlap in Region 11)
- Better Health and Amerigroup (overlap in Region 6)

## 11. WHO CAN I CONTACT IF I HAVE QUESTIONS?

Contact your Simply, Clear Health, and Better Health Provider Relations Representative at:

- Phone: (877) 915-0551

Contact your Amerigroup Provider Relations Representative at:

- Phone: (800) 454-3730

We will host 5 upcoming webinars to review the information in this FAQ and also address any additional questions you may have. The webinar dates have been listed below and will also be listed on our provider web portal with instructions on how to attend.

<b>Date:</b>	<b>Time:</b>	<b>Toll-Free Attendee Dial In:</b>	<b>Conference ID:</b>	<b>Link to register and join live event</b>
<b>Monday May 8<sup>th</sup>, 2017</b>	11:00 am - 12:00 pm EST	844-641-4995	9674640	<a href="https://engage.vevent.com/rt/antheminc~050817">https://engage.vevent.com/rt/antheminc~050817</a>
<b>Tuesday May 23<sup>rd</sup>, 2017</b>	11:00 am - 12:00 pm EST	844-641-4995	9674641	<a href="https://engage.vevent.com/rt/antheminc~052317">https://engage.vevent.com/rt/antheminc~052317</a>
<b>Wednesday June 7<sup>th</sup>, 2017</b>	11:00 am - 12:00 pm EST	844-641-4995	9674642	<a href="https://engage.vevent.com/rt/antheminc~060717">https://engage.vevent.com/rt/antheminc~060717</a>
<b>Thursday June 22, 2017</b>	11:00 am - 12:00 pm EST	844-641-4995	9674643	<a href="https://engage.vevent.com/rt/antheminc~062217">https://engage.vevent.com/rt/antheminc~062217</a>
<b>Friday July 14<sup>th</sup>, 2017</b>	11:00 am - 12:00 pm EST	844-641-4995	9674644	<a href="https://engage.vevent.com/rt/antheminc~071417">https://engage.vevent.com/rt/antheminc~071417</a>

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**WE THANK YOU FOR YOUR CONTINUED SUPPORT AND FOR THE HIGH QUALITY SERVICE YOU PROVIDE TO OUR FLORIDA MEMBERS!**