



# Bulletin

Better Health

7/1/2018

Health Network One- Updated

## *Better Health has partnered with Health Network One!*

Better Health (BH) is committed to strengthening our relationship with our outstanding provider partners. We are listening to you and making improvements that will assist you in providing excellent care to our members.

BH has partnered with American Therapy Administrators of Florida who is a provider network company licensed as a Third Party Administrator, based in South Florida owned and operated by Health Network One (HN1) and American Therapy Administrators (ATA) HN1 will be providing Physical Therapy, Occupational Therapy and Speech Therapy network effective **July 1, 2018** for Simply Medicaid and Medicare. These specialty services will now be rendered by HN1 as we look to continue to improve and facilitate member experience.

If you would like to contact a representative from HN1, you may contact **1-888-550-8800 Option 2** or visit their website at [www.ataflorida.com](http://www.ataflorida.com) for more information. HN1/ATA-FL covers services performed in a Freestanding

Physical Therapy, Speech Therapy and Occupational Therapy setting (i.e. office setting). ATA-FL does not cover Tertiary Services (including enrollees receiving Pediatric Prescribed Extended Care (PPEC) services), Long Term Care nor does it cover members enrolled in Early Steps and/or Therapy services that cannot (or should not) be provided by freestanding therapy providers.

With HN1, Members do not need any type of preauthorization from ATA-FL to see a therapist for an evaluation; they only require a current written prescription from the referring physician. The prescription or referral must be issued by the patient's PCP or by a Health Plan participating Physician, ARNP or Physician Assistant. Members can contact the plan to locate a participating therapist or they can locate a therapist using the health plan online provider directory. Once the member has located a participating therapist, they can schedule their therapy evaluation with the prescription or referral which was issued by the patient's PCP or by a Health Plan participating Physician, ARNP or

Physician Assistant. After the evaluation has been conducted by the therapist, the therapist is required to submit the Plan of Care to the ordering Physician, ARNP or Physician Assistant for signed approval. Please remember that the member is unable to begin treatment until the Plan of Care has been signed and approved by the ordering Physician, ARNP or Physician Assistant. Once the Plan of Care has been signed and approved by the ordering Physician, ARNP or Physician Assistant, the rendering therapist may submit the request for authorization for therapy to ATA-FL. The ordering Physician, ARNP or Physician Assistant will also receive notification when the therapy has been completed and whether the goals have been achieved (Member discharge) or therapy was stopped.

*Our goal is to "simply" provide excellent service to our partners.*

### FAQ

What if I have open authorizations? Participating providers should contact HN1 for new authorizations.

Who do I send claims to? Participating HN1 providers should submit claims directly to HN1 for dates of service after 7/1/2018. Additional information is found on their website [www.ataflorida.com](http://www.ataflorida.com)

Who can I contact for more information? Please contact your Provider Relations Representative at the Health Plan.

## Contact Us

- Provider Services: (877) 915-0551
- Eligibility Verification, Prompt # 1
- Referrals and Authorizations, Prompt # 2
- Claims Status, Prompt # 3
- Provider Relations, Prompt # 4
- Pharmacy Department, Prompt # 5

Email: [provideradministration@simplyhealthcareplans.com](mailto:provideradministration@simplyhealthcareplans.com)