



Provider Newsletter: Q3 2023 Highlights

This Flu Season, Providers Call the Shots for their Patients



Practitioners have the power to make a big difference this flu season: Your recommendation is the most effective way to ensure they get their flu shot.

Approximately 14% of Sunshine Health members got vaccinated in 2019-2020, but more than 90% of patients are likely to get the flu shot when their provider recommends it — including those who had initial doubts.

Research shows patients are more likely to get a flu shot if their doctor recommends it.

The [SHARE method](#) can help you inform your patients:

- **SHARE** reasons to get the flu shot based on their age or other risk factors.
- **HIGHLIGHT** positive experiences with the flu shot to reinforce benefits.
- **ADDRESS** concerns about the vaccine, including effectiveness, side effects, safety and misconceptions. Patients are less likely to push back than you may think.
- **REMIND** patients that the flu shot not only protects them but also everyone around them.
- **EXPLAIN** that getting the flu can mean taking sick days from work or missing fun with family and friends.

Follow-up is crucial: If your patient did not get the flu shot during their visit, there's a chance they won't get it at all.

Talk to your patients about where and when they'll get their flu shot and confirm they did so during their next visit. If they still have not gotten their shot, try to address their questions or concerns and repeat your strong recommendation.

If you have any questions about flu prevention, patient education tools or incentives, contact your [Provider Engagement Administrator](#), call us at [1-844-477-8313](tel:1-844-477-8313) or visit the [Secure Provider Portal](#).

Adults and eligible children can get both their flu shot and the COVID-19 vaccine at the same time, according to the [Centers for Disease Control and Prevention](#) — but don't delay one to wait for the other. The CDC recommends that everyone ages 5 and up get the latest COVID-19 vaccine.



Improving the Health of our Community — Together

Updating Demographic Information and After Business Hours Availability

Our after-hours period is from 5 p.m. and 8 a.m. Eastern, Monday through Friday and any time on weekends.

Please use our List of Affiliated Practitioners (LOAP)/roster form when notifying us of changes to your demographic information or when adding a new practitioner or location to an existing group or practice. There is a section on the [LOAP \(Excel\)](#) dedicated to Hours of Operations as well as After-Hours, so that we can accurately capture the information on our public [Find a Provider](#) directory.

- For demographic changes, please email a copy of the [LOAP \(Excel\)](#) to [Sunshine Provider Relations@SunshineHealth.com](mailto:SunshineProviderRelations@SunshineHealth.com).
- If adding practitioner(s) to an existing group or practice, please email a copy of the [LOAP \(Excel\)](#) to practitioneradds@CENTENE.COM.

Need to Update Inaccurate Data on Find-A-Provider tool?

- Members and Providers may report [Find a Provider](#) directory discrepancies through [Report a Problem](#).

All Third-Party Billing Agents and Clearinghouses Must Register with Medicaid

AHCA requires all third-party vendors that providers contract with as a billing agent or clearinghouse to enroll as a Medicaid provider. Vendors must also be linked to the providers they service.

Providers must also make sure to complete an Electronic Data Interchange (EDI) Agreement with third-party vendors they contract with as a billing agent or clearinghouse, whether the provider bills on paper or electronically. An EDI Agreement authorizes Florida Medicaid to allow the third-party vendor to act on behalf of the Medicaid provider.

These state rules are designed to combat and prevent abuse, fraud and waste in the Florida Medicaid program.

For more information about AHCA requirements

- [Florida Medicaid Provider Enrollment Policy \(PDF\)](#)
- [Electronic EDI Agreements Quick Reference Guide \(PDF\)](#)

If you need help with the Florida Medicaid program, call [1-877-254-1055](tel:1-877-254-1055) or email FLMedicaidManagedCare@ahca.myflorida.com.

Complete an EDIT agreement

Providers can complete an EDI agreement by logging into their Florida Medicaid account using the [Florida Medicaid Web Portal](#). From the secure Web Portal landing page, select Providers, then under the Providers option, select demographic maintenance. From the Provider Informational panel, select EDI Agreement. If you need help, call the EDI Helpdesk at [1-866-586-0961](tel:1-866-586-0961).



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Important Change to HHAeXchange Support Requests

The HHAeXchange Electronic Visit Verification (EVV) system has made an important change affecting support requests. As of July 1, 2023, all support requests must be made via the communication section of the [HHAeXchange Client Support Portal](#).

Support requests can no longer be emailed. This change affects the following providers contracted with Children’s Medical Services (CMS) and Managed Medical Assistance (MMA) products:

- Attendant Care
- Companion Care
- Homemaker
- Private Duty Nursing (PDN) – LPN/RN
- Personal Care
- Respite Care (home)

Create an account and get help

It takes less than 5 minutes to create an account. These [step-by-step instructions \(PDF\)](#) and videos will help you create an account and learn how to use the portal.

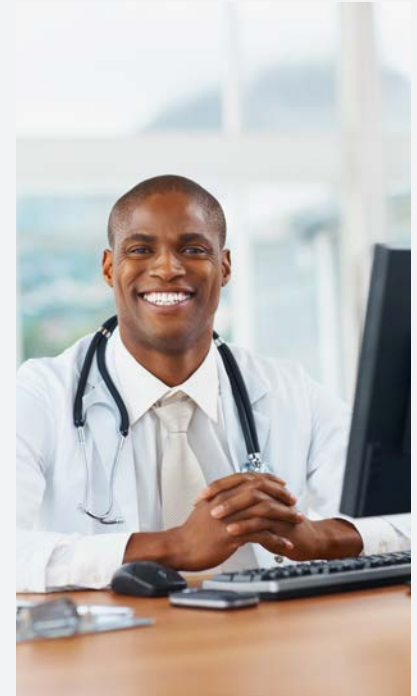
Initiating and replying to communications via the HHAeXchange Client Support Portal

Messaging via the portal is like sending emails. Please refrain from sending duplicate messages on the same topic. Doing so will delay your inquiry.

Communication Tips:

- If you are able to, send communication from within the member’s account.
- Review system notifications and alerts which contains important information about your patients.
- Filter by the appropriate Health Plan.
- Filter by “open” messages or “reasons” to review details.

To send a message to Sunshine Health’s internal EVV support team, please select “no” in the internal note section. This will keep the message from staying only in the providers account and will transmit the message to the Health Plan for review.



Third-party Electronic Visit Verification (EVV) vendor support



Providers using a third-party electronic visit verification EVV vendors who need support can email edisupport@hhaexchange.com for help.

For more resources, visit our [Electronic Visit Verification](#) web page.



Improving the Health of our Community — Together

Provider Town Halls

Sunshine Health's Provider Town Halls take place every two weeks and are provider specific. Every session is held virtually via Zoom and some will be held in-person. During our Town Halls we provide key updates and information about the health plan. Topics include product overviews, provider resources, prior authorization, utilization management, claims submission, contracting and updates about our vendors. We record sessions and our registration links can be located below on this same page.

Providers can ask questions and have them answered by Sunshine Health's subject matter experts and department leaders.

We use a [Post Town Hall survey](#) to capture feedback as well as topics providers may want to be addressed in future town halls. Please register to learn about:

- Updates and changes impacting products and processes
- Our Provider Engagement staff and how they can support you and your practice
- Helpful tips for navigating the secure Provider Portals
- Claims and QRGs
- Training webinars
- Incentive programs
- Quality and Consumer Assessment of Healthcare Providers and Systems (CAHPS).

Sunshine Health Training: Learning Never Stops

Sunshine Health continually offers virtual and in-person training sessions to help providers catch up on the latest plan policies, best practices, incentives and state requirements. Here's some of our recent educational offerings:

HEDIS Training

Reporting HEDIS (Healthcare Effectiveness Data and Information Set) measures is mandated by the state and federal governments. High-performing providers may be awarded increased bonus payments and assignments based on their HEDIS scores.

Recordings of our online HEDIS 101 courses are available:

- [Medicaid Quality 101](#)
- [Medicare HEDIS 101: A Guide to Medicare STARS](#)
- [Ambetter 101](#)

Download [HEDIS](#) guides for:

- [Behavioral Health \(PDF\)](#)
- [Diabetes Care \(PDF\)](#)
- [Pediatric Measures \(PDF\)](#)
- [Women's Health Measures \(PDF\)](#)



Long Term Care Training

Sunshine Health offers clinical trainings to help our Long Term Care (LTC) providers deliver quality care to some of our most vulnerable members.

Register now for [LTC training sessions](#) (all times are Eastern).

Some training topics may be eligible for continuing education. For questions, please contact bh_training@Centene.com.

NIA Musculoskeletal (MSK) Management Program Health Plan Educational Webinars

Sunshine Health is working with National Imaging Associates, Inc. (NIA) to start a Musculoskeletal (MSK) Management Program starting January 1, 2024. This program includes prior authorization for non-emergent MSK procedures including inpatient and outpatient hip, knee, shoulder, lumbar and cervical spine surgeries. This will be available to members of all products, including Sunshine Health, Ambetter from Sunshine Health, Children's Medical Services (CMS) Health Plan and Wellcare.

Register now for the [January MSK webinar](#).



For links to upcoming webinars, Town Halls, more topics and resources, visit [Provider Training](#).

Help Reduce Maternal Mortality in High-Risk Populations

By listening to women’s concerns before, during and after pregnancy, providers can play a key role in reducing maternal mortality – especially for those at high risk if they suffer complications during pregnancy.

Providers should recognize the physical and mental signs that patients need care and train new mothers to monitor their own health and recognize when they should seek help. The Centers for Disease Control and Prevention offers tips for addressing [maternal mortality](#):

- Watch out for chronic conditions that can arise during pregnancy, such as diabetes, depression and hypertension. According to the CDC, 31% of maternal deaths occur during pregnancy, 36% during labor and delivery and 33% in the year after birth.
- During well-child visits at 1, 2, 4, and 6 months of age, providers should also screen the mother for postpartum depression. New mothers may also ignore their own health risks, so educate them.
- Listen to patients, respect their concerns and recognize any potential biases that could affect quality of care. Black, American Indian and Alaska Native women have a higher risk of dying from pregnancy-related complications.

Sunshine Health’s [Maternity Benefits and Member Supports](#) page offers an array of benefits and resources to support members from pregnancy to birth and beyond.



Doulas Now Have Their Own Billing Quick Reference Guide



Sunshine Health has put together a [Doula Billing Quick Reference Guide \(PDF\)](#) to help doulas verify member eligibility, find the correct benefit codes, submit claims and contact the right department for assistance.

Remember: [Doula services do not require prior authorization](#).

QRG Library

Sunshine Health has a library of [Billing Quick Reference Guides \(QRGs\)](#) for providers to consult whenever they have questions.

Check Out Sunshine Health Therapy Programs



Sunshine Health offers multiple therapy benefits (PT/OT/ST) to its members. We’ve updated our [Therapy Program](#) web page to help providers learn more about vendors and authorization requirements for Medicaid (MMA), Serious Mental Illness Specialty Plan (SMI) and Child Welfare Specialty Plan (CW).

Schedule Your Patients for a Diabetic Eye Exam



Providers can help their diabetic patients preserve their eyesight by helping schedule them for a preventive diabetic eye exam and reporting the findings.

- When applicable, Envolv will reimburse providers up to \$10 – once per member, per calendar year – for filing one of the qualifying HEDIS CPT II codes.
- Providers must bill a dollar amount to receive reimbursement; see fee schedule for details.

Code Submission Examples

- Eye Exam With Evidence of Retinopathy: 2022F, 2024F, 2026F
- Eye Exam Without Evidence of Retinopathy: 2023F, 2025F, 2033F
- Prior Year Eye Exam Without Evidence of Retinopathy: 3072F

Vision providers can use the [Provider Login](#) to view medical necessity guidelines and verify member benefits and eligibility.

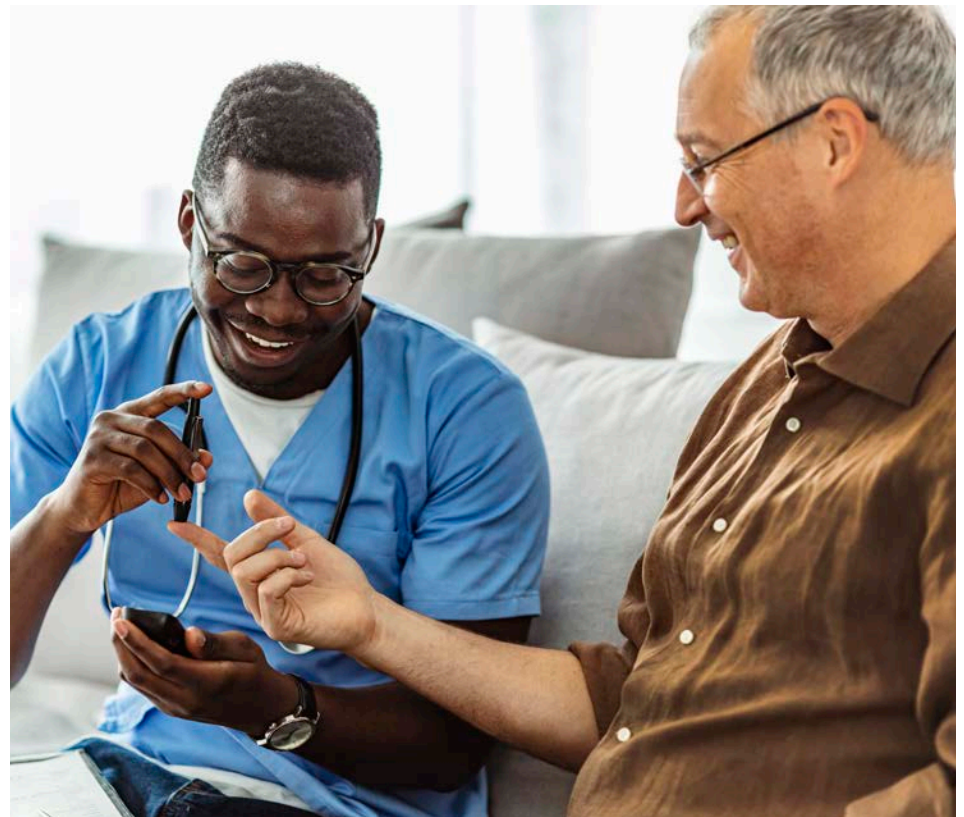
Project ECHO Diabetes Helps PCPs Serve Diabetic Patients in Underserved Communities

Project ECHO Diabetes partners with Primary Care Providers (PCPs) to address barriers and improve access to healthcare for children and adults living with diabetes. Project ECHO Diabetes provides PCPs and clinical staff with:

- Evidence-based virtual trainings on diabetes-related topics presented by a multidisciplinary ECHO HUB Team
- Real-time specialty support in making complex diabetes-related medical decisions
- A local Diabetic Support Coach to work with participating PCPs and their T1D and insulin-dependent T2D patients
- Opportunities to enroll their patients in research initiatives

Providers who want to learn more and help their patients participate in Project ECHO Diabetes should email [Dr. Michael Haller](#) or [Dr. Ashby Walker](#).

Visit [Project ECHO Diabetes](#) to find out more.



Here's How to Use SBIRT to Help Patients

SBIRT is the universal screening of individuals for substance use disorders. The SBIRT model can help providers support their patients by identifying:

- S:** Symptoms in individuals at high risk of developing a substance use disorder
- B:** Behavioral change motivations for individuals
- I:** Insights to severity of substance use
- R:** Referrals needed for more extensive treatment with specialty care
- T:** Treatment level needed

Sunshine Health's Clinical Training Team hosts SBIRT CE courses as part of our statewide Behavioral Health Clinical [Provider Trainings](#). Browse our training sessions and sign up for a webinar today.

Read Sunshine Health's [SBIRT FAQ](#) for more information.

Support for Assisted Living Facilities (ALFs)



Sunshine Health wants to help Assisted Living Facilities (ALFs) with care coordination, provider support, member services, billing, payment, benefit questions and more.

Resources for ALFs are outlined in our [Assisted Living Facilities Supports and Resources \(PDF\)](#).





Improving the Health of our Community — Together

Sunshine Health Resources are a Few Keystrokes Away

Sunshine Health offers an easy way for providers to quickly find the information or web page they need to run their practice and help their patients. Bookmark these pages so you can quickly access the information you need:

- [Main Provider Page](#)
- [Provider Portal](#)
- [Provider News](#)
- [Provider Training](#)
- [Become a Provider](#)
- [Pre-Auth Check Tool](#)
- [Billing and Claims](#)
- [Contact Information](#)
- [Gaps in Care \(HEDIS\)](#)
- [Maternity Benefits and Member Supports](#)
- [Vendors](#)
- [Telehealth](#)
- [Therapy Program](#)
- [Ambetter Provider Resources](#)



Available Telehealth Services

Brave Health: Offers virtual mental health services and works with providers to provide access to high-quality mental health care to reduce the risk of admission to the ER or an inpatient facility.

- Please text or call [1-305-902-6347](tel:1-305-902-6347) or make a referral by emailing referral@bebravehealth.com or visit [Bebravehealth.com/referral](https://bebravehealth.com/referral)
- Available to members under Children's Medical Services (CMS) Health Plan, Medicaid (MMA), Child Welfare Specialty Plan (CWSP) and Serious Mental Illness (SMI) Specialty Plan.

KidzDoc Now: Pediatric Clinicians are available 24/7

- Please visit kidzdocnow.us to get started.
- Available to members under CMS, MMA, CWSP and SMI.

Nemours: Nemours provides services to pediatric Medicaid members and children. The age group should be 0-18.

Step 1: How Parent/Member Gets Started

- [Download the app.](#)
- Create an account.
- Plan to use a device with a camera and microphone.

Step 2: Launch Member's Visit in the Nemours App

- Choose Video Visit from the main menu.
- Choose Select a Provider and pick an available Nemours provider.
- Parent and child meet with the Nemours provider, and they will share their child's history and symptoms, and the provider will diagnose and treat your child.
- If the child is a Nemours patient, the provider can see their full medical record. If a prescription is needed, the provider will send it to your pharmacy.

Step 3: After Member's Visit

- Parent/child will receive a visit summary in the app.
- The members regular primary care provider can get a summary also.
- If member is a Nemours patient, Nemours will add the summary to their medical record.

Teladoc: For virtual care, members can call [1-800-835-2362](tel:1-800-835-2362) or visit the [Teladoc member portal](#) to create an account to get started.

- This service is available to all Medicaid, Medicare and Ambetter products.

Children's Medical Services (CMS) Health Plan Wrap Up



Quality Training for CMS Providers



This online training can help Children's Medical Services (CMS) Health Plan Providers deliver the highest quality healthcare possible to their young patients. Learn how AHCA uses HEDIS, Adult and Child Core Sets and agency-defined performance measures.

- [Medicaid Quality 101](#)

Need to Talk to Pharmacy? Call Provider Services



CMS Health Plan providers who need to contact the pharmacy department should now call Sunshine Health Provider Services at [1-844-477-8313](tel:1-844-477-8313).