Quick Reference Guide

Simplify Office Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website: AllwellFlorida.com
- Patient care forms
- Pre-Auth Needed tool
- Sunshine Health news
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal: AllwellFlorida.com
- Verify member eligibility
- Access patient health records
- View patient gaps
- Manage prior authorizations
- Submit and manage claims
- And more

Member Eligibility
Check member eligibility via:
- Secure Web Portal
- HMO: 1-877-935-8022
- TTY: 711

Patient Care Gaps
Find recommended services that a member has not completed.
1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist
- Verify member eligibility.
- Check for patient care gaps and address them during upcoming office visit.
- Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

AllwellFlorida.com
Provider and Member Services: HMO: 1-877-935-8022

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Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorizations via:

- Secure Provider Portal
- Medical Fax:
  - Outpatient: 1-877-617-0394
  - Inpatient: 1-866-796-0527
- Behavioral Health Fax: 1-877-617-0394
- HMO: 1-877-935-8022

Claims

Timely Filing guidelines: 95 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:
  Allwell
  Attn: Claims P.O. Box 3060
  Farmington, MO 63640-3822

Other Partners

To contact our other health services partners:

- Dental
  HMO: 1-877-935-8022
- Vision
  HMO: 1-877-935-8022
- Behavioral Health
  HMO: 1-877-935-8022

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