



WELLCARE INTEGRATION

Transforming Together

In Florida, Sunshine Health and WellCare are bringing our health plans together to better serve our members, providers, partners and communities. This joining of our organizations will allow us to become a more robust health plan and enhance the delivery of best-in-class care to our members.

Right now, nothing is changing. You should continue to treat members from each health plan as you do under your current contract(s). Your existing provider support channels will remain in place. Your patients' current Member ID cards will remain valid as well. We will communicate any relevant changes in health plan operations to you well in advance.

In the meantime, you can stay apprised of updates by visiting our website at SunshineHealth.com.

You may also contact Sunshine Health Provider Services at 1-844-477-8313.

You can also submit questions to suncommunications@centene.com. If your questions apply to others, we'll include them in an FAQ in the next edition of this Provider Newsletter. If you need an answer specific to your situation, we'll have the proper person reach out to you.

Thank you for being our valued partner in achieving our shared goal of delivering quality, accessible and affordable healthcare to our members.

Newsletter key

-  Medicaid, Long Term Care, Child Welfare
-  Ambetter
-  Allwell

DEBRA SMYERS

SVP, STRATEGIC INITIATIVES

Addressing SDoH with Technology



Dear Valued Network Provider,

At Sunshine Health, we are continuously searching for new ways to better serve our members' complex needs in the most efficient way possible. To reach members where they are, Sunshine Health offers a variety of online resources to help address Social Determinants of Health (SDoH) all at no cost to them.

Wellframe: We are proud to introduce the Wellframe mobile app program to our members. This is an interactive care program that supports secure two-way communication between our members and their health plan care team. Read more about Wellframe on Page 12.

Sunshine Health Community Resource Database: Our Community Resource Database connects members and caregivers with local programs and supports. Our database makes it easy for anyone with social needs — not just our members — to find community programs that assist with food, shelter, healthcare, money, education, jobs and more. [Visit the Sunshine Health Community Resource Database.](#)

higi Health Stations: Through a network of smart health stations in locations like grocery stores and pharmacies in Tampa, higi gives members access to track and act on their health data. Providers can engage and connect the consumer and their data in real-time to improve satisfaction, increase quality and reduce cost. [Learn about higi.](#)

myStrength: myStrength is a digital learning platform of behavioral health education that allows members to track moods, set goals and join a community of inspirational people. The program can help your patients discover ways to focus on emotional health, connecting them with support for managing depression, anxiety, sleep problems or stress. [Learn about myStrength.](#)

Thank you,

Debra Smyers
SVP, Strategic Initiatives



Wellframe mobile app provides interactive care program.

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ALL PRODUCTS

Things to Know About CAHPS®

1. What is it?

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an annual survey that captures a member's experience with all aspects of their healthcare. CAHPS® surveys ask our members — your patients — about topics like provider communication skills, ease of accessing healthcare, and their health plan performance.

2. CAHPS® measures flu vaccine awareness

CDC recommends everyone over six months old should receive the flu shot. Flu shots reduce flu illness, doctor's visits, missed work and school, as well as prevent flu-related hospitalizations. Flu season is here. Now is the time to encourage patients to get a flu shot.

3. How to improve your CAHPS® scores:

Engaging members in needed care is essential to their overall health and satisfaction. Sunshine Health collaborates with our providers to help maximize opportunities to improve member care, experience and satisfaction.

Ensure members understand their care by communicating with them in ways they comprehend, including explaining tests and treatments and using simple language. The best way to improve satisfaction is by listening, understanding and building a relationship with the member, avoiding interruptions and maintaining eye contact. Ensure their visit runs as smoothly as possible to avoid dissatisfaction, including explaining any delays.

HOW DID WE DO?

Congratulations! In 2019, we scored well in: rating of specialist, communication and getting needed care. We can work together to improve on: care coordination, rating of personal doctor and rating of healthcare.



MEDICAID

Electronic Visit Verification

The AHCA mandate requiring providers of Home Health services to utilize Electronic Visit Verification (EVV) took effect on Dec. 1, 2019. We are now leveraging the HHAeXchange software platform as a Payer service and EVV system.

The HHAeXchange Portal provides workflow efficiencies, including real-time access to patient demographics, authorizations and two-way messaging with multiple managed care organizations (MCOs), bill multiple MCOs for confirmed visits, pre-bill scrubbing to eliminate denials and free scheduling management module.

Sunshine Health began enforcing compliance in accordance with AHCA's directive on Feb. 1, 2020. AHCA recently released additional [guidance on enforcement](#). Questions? Call Provider Services at 1-844-477-8313, Monday through Friday, 8 a.m. to 8 p.m., or visit hhaexchange.com/FL-SMMC.



MEDICAID, LONG TERM CARE, CHILD WELFARE

LogistiCare Transportation Tips

We appreciate your ongoing partnership to improve health outcomes for our members, your patients. Our transportation vendor is here to help our Medicaid members get to needed medical appointments.

Transportation requests can be made by members 18 years and older, or:

- Member's parent or legal guardian
- Authorized representative
- Health plan case manager/other health plan representative
- Healthcare providers/facilities

Reservations can be made by calling 1-877-659-8420, Monday–Friday, 8 a.m.–5 p.m. (Eastern)

Members must give 24 hours advance notice (one business day).

Members can make reservations up to 30 days in advance. Standing orders can be scheduled for a period of 90 days at a time.

Urgent and same-day reservations can be made 24 hours a day, 7 days a week. Requests for urgent trips, hospital discharges and transfers between facilities will be handled the same day.

Download a [tip sheet](#) with more transportation details.



MEDICAID

Outpatient Therapy Services

Prior authorization is required for outpatient therapy services in all provider settings, including outpatient hospitals. Prior authorization is required for members 21 and older in an office setting by HNI.

If services are provided in an outpatient hospital based setting, requests will be managed in the Health Plan prior authorization department.



MEDICAID

Hepatitis A Vaccine

Sunshine Health covers the Hepatitis A vaccine for our Medicaid members over the age of 21 diagnosed with chronic liver disease, fibrotic liver disease, cirrhosis, end stage liver disease and any form of viral hepatitis who are at increased risk for severe adverse consequences of Hepatitis A.

Vaccine authorization will be for a 2-dose series HepA (Havrix 6-12 months apart, or Vaqta 6-18 months apart [minimum interval: 6 months]). Authorizations will be for 12 months. Prior authorization is required.

The CPT code is: 90632

MEDICAID, CHILD WELFARE

Updates for Hospital Providers for Observational Stays

Effective Oct. 15, 2019, Sunshine Health removed the prior authorization requirement for observation stays from 0-48 hours. If the length of stay exceeds 48 hours, please submit an authorization request with the supporting clinical documentation for acute inpatient level of care within one calendar day of conversion from OBS to inpatient stay. This change is effective for Sunshine Health Medicaid and Child Welfare Specialty Plan members. Prior authorization is not required for Ambetter (Marketplace) and Allwell (Medicare) products.

Want your claim appeal or dispute processed faster?

- Make sure you include the claim appeal or dispute form with your claim as the cover page.
- Reference the original claim number with all your documents.
- Do not submit black and white claim forms with your appeal or dispute. Red and white forms are only accepted.





CHILD WELFARE

Trauma-Focused Training for Providers

Sunshine Health's Child Welfare Specialty Plan training team is providing a no-cost, two-day Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) training for contracted Sunshine Health Child Welfare Behavioral Health providers. This two-day class will be offered in Fort Myers May 13-14.

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) is an evidence-based treatment for children and adolescents impacted by trauma that includes participation by their parents or caregivers. Research shows that TF-CBT successfully resolves a broad array of emotional and behavioral difficulties associated with single, multiple and complex trauma experiences.

The TF-CBT workshop will be followed by a one-day Child-Adult Relationship Enhancement (CARE) training on May 15. CARE is a trauma-informed, field-initiated training designed for use by non-clinicians. This evidence-based treatment trains attendees in a set of techniques giving children effective positive commands to increase compliance, and selective ignoring techniques to redirect problematic behaviors.

For any questions, contact Kim Purinton, clinical training manager, at kpurinton@centene.com.





ALL PRODUCTS

Real-Time Data on Interpreta

Interpreta provides near real-time insights on your patients' care gaps to support your quality improvement efforts. Improve health outcomes using analytics updated daily on Sunshine Health's Payer Space on the Availity Portal.

Interpreta continuously updates, interprets and synchronizes clinical and genomic data, creating a personalized member roadmap to orchestrate timely care. These real-time insights offer patient-specific information to optimize quality improvement.

Expanded data fields allow you to download Excel reports to share with your practice. Reports include health plan type, member IDs, birth dates and last PCP visit date.

You can search by patient name, provider name or date of birth. You can also filter lists to sort by plan name or product.

Because Interpreta pulls and refreshes data daily from pharmacy, member and claims data streams, we have the most recent contact information available to help you reach your patients.

A Potentially Preventable Events (PPE) Tool helps you identify missed opportunities where primary care could have prevented hospital admissions, readmissions or ER visits. These are events that might have been prevented with better access to primary care, chronic condition management or care coordination. This tool will provide daily updates about your patients with PPEs, along with their associated diagnoses.

The benefits for you and your patients:

Quality

HEDIS care gap information is updated **daily** by Interpreta using data from pharmacy, membership and claims.

Performance

Maximize your bonus for measures included in our quality pay-for-performance program.

Contact

Information and **contact numbers for Sunshine Health members** are available.

Download Reports

Expanded data fields are now available for downloading Excel reports to share with your practice. Reports now include health plan type, member IDs, birth dates and last PCP visit date.

Expanded Search Options

You can now search by patient name, provider name or date of birth. You can also filter lists to sort by plan name or product.

Improve Your Outreach

Because Interpreta pulls and refreshes data daily from pharmacy, member and claims data streams, we have the most recent contact information available to help you reach your patients.

If you do not yet have an Availity Portal login, or need assistance with training, visit [Availity's website](#) to find easy-to-use instructions on how to create a free account.



ALL PRODUCTS

Provider Standards for Appointment Scheduling

As required by the contract with the state of Florida, Sunshine Health is required to conduct an Appointment Availability Survey quarterly to ensure appointments for medical services and behavioral health services are available on a timely basis.

Sunshine Health has contracted with an external CAHPS NCQA-Certified survey vendor who will be conducting the study. Providers/provider groups will be randomly sampled for the study. Below are the availability standards assessed, which can also be located in the provider manuals. Please ensure these standards are implemented accordingly within your practice.

Medicaid and Child Welfare

Appointment Type	Appointment Standard
Urgent Medical or Behavioral Health Service That Does Not Require Prior Authorization	Within 48 hours of a request
Urgent Medical or Behavioral Health Service That Does Require Prior Authorization	Within 96 hours of a request
Non-Urgent Care Services for Follow-Up Behavioral Health Treatment After Inpatient Behavioral Health Admission	Within 7 days post discharge
Non-Urgent Care Services for Initial Outpatient Behavioral Health Treatment	Within 14 days
Non-Urgent Request for Ancillary Services for Diagnosis/Treatment of Injury, Illness or Other Health Condition	Within 14 days of a request
Non-Urgent Care Services for a Primary Care Appointment	Within 30 days of a request
Non-Urgent Care Services Request for Specialist Appointment After Appropriate Referral Received	Within 60 days of a request

CONTINUED ON NEXT PAGE

Ambetter (Marketplace)

Appointment Type	Appointment Standard
PCPs – Routine Visits	30 calendar days
PCPs – Adult Sick Visit	48 hours
PCPs – Pediatric Sick Visit	24 hours
Behavioral Health – Routine visits	10 business days
Specialist	30 calendar days
Urgent Care Providers	24 hours
Behavioral Health Urgent Care	48 hours
After Hours Care	Phone access within 6 hours
Emergency Providers	Immediately, 24 hours a day, 7 days a week, without prior authorization

Allwell (Medicare)

Type of Care	Accessibility Standard
PRIMARY CARE	
Emergency	Same day or within 24 hours of member's call
Urgent care	Within 2 days of request
Routine	Within 21 days of request
SPECIALTY REFERRAL	
Emergency	Within 24 hours of referral
Urgent care	Within 3 days of referral
Routine	Within 45 days of referral
MATERNITY	
1st trimester	Within 14 days of request
2nd trimester	Within 7 days of request
3rd trimester	Within 3 days of request
High-risk pregnancies	Within 3 days of identification or immediately if an emergency exists
DENTAL	
Emergency	Within 24 hours of request
Urgent care	Within 3 days of request
Routine	Within 45 days of request



ALL PRODUCTS

Shorter FDA Approval for Mavyret™

The FDA has approved shortening the treatment duration of Mavyret™ from 12 weeks to 8 weeks for all treatment-naive adults and children ages 12 years and older or weighing at least 99 pounds who have chronic hepatitis C genotypes 1-6 and compensated cirrhosis.¹

Please have your current and future patients who meet the newly updated criteria adjust to a shorter duration of therapy. Call the Pharmacy Department with questions at 1-844-477-8313 ext. 41919.

1. United States Food and Drug Administration. "FDA Approves Treatment For Adults and Children with All Genotypes Of Hepatitis C and Compensated Cirrhosis That Shortens Duration Of Treatment To Eight Weeks." US FDA Press Release – 26 Sept. 2019. <https://www.fda.gov/news-events/press-announcements/fda-approves-treatment-adults-and-children-allgenotypes-hepatitis-c-and-compensated-cirrhosis>. Accessed 21 Oct. 2019.



AMBETTER, ALLWELL

Skilled Nursing Facilities (SNF) Incentives

In order to provide the highest quality treatment and encourage appropriate utilization of resources, we are implementing a new payment methodology for services rendered by Skilled Nursing Facilities (SNF). The Centers for Medicare & Medicaid Services (CMS) has adopted a new Medicare Part A payment model to replace the Resource Utilization Group, Version IV (RUG-IV), effective Oct. 1, 2019. The Patient Driven Payment Model (PDPM) reimbursement system is more cost effective and prioritizes patient outcomes as the primary driver of care decisions. The PDPM program is budget neutral and will not cost Medicare more than the current Prospective Payment System (PPS) reimbursement model.

For additional information on PDPM, please visit [CMS.gov](https://www.cms.gov) and type "PDPM" into the search field.

MEDICAID

New Preferred Drug List (PDL)

Sunshine Health wants to ensure that our providers have the most up-to-date Medicaid Preferred Drug List (PDL) from the Agency for Health Care Administration (AHCA). Several changes were made at the most recent Florida Medicaid Pharmaceutical and Therapeutics Committee meeting and were effective beginning Jan. 1, 2019. Sunshine Health currently uses the AHCA PDL, which is available on the [AHCA website](#).



ALL PRODUCTS

Flu Prevention Starts with You

Flu season is here, and you can educate your patients about the benefits of receiving the flu vaccine. Receiving the immunization reduces the likelihood of acquiring the virus and flu-related complications, which most commonly occur in adults 65 and older, pregnant women, children under 5 and those with chronic conditions.

Avoid mentioning common inaccurate beliefs, like the idea that the flu vaccine can give someone the flu. A [study](#) found that this messaging was linked to the belief that vaccines cause autism and other side effects. Instead, share motivating messaging, such as vaccines not only protect the people vaccinated, but also people who cannot be vaccinated, such as infants.

Sunshine Health covers the flu vaccine and administrative fees for all members.



MEDICAID

Telemedicine Training to Support You

At Sunshine Health, we know that the more options your Medicaid patients, our members, have to see and communicate with their healthcare providers, the better. That is why we are here to support you as you expand or begin using telemedicine to effectively and efficiently deliver healthcare services to your patients.

Telemedicine can help you:

- Engage patients to take a more active role in their health
- Treat patients with non-emergent health issues remotely, or after hours
- Improve efficiency with fewer no-show appointments
- Expand your geographic reach, especially to patients in rural areas
- Refer patients to out-of-area specialists
- Improve health outcomes and care coordination

To help ensure our members have access to the healthcare services they need, we are committed to helping you overcome barriers in the delivery of telemedicine with monthly Telemedicine Training via webinars.

[Sign up for a Telemedicine Training.](#)





MEDICAID

New Wellframe Mobile App Provides Interactive Care Program

Sunshine Health now offers our members an interactive, personalized mobile app available via smartphone or tablet called Wellframe. It provides real-time progress and clinical alerts for care managers and enables secure two-way communication between our members and their care team. The app also allows members to message their care manager and ask questions about their health, get appointment and medicine reminders and connect with resources like weight loss and smoking cessation programs.

This approach allows care teams to achieve a deeper understanding of the member's health status through channels that are convenient for both the member and care team.

Members engage daily with their checklist, generating data about health status and behaviors, including medication adherence, symptoms, biometrics and member-reported outcomes.

Clinicians securely communicate with members through a clinician dashboard that prioritizes communications based on alerts, new messages and other patterns so the care team knows who needs immediate attention. Clinicians can use the dashboard to efficiently communicate with members through two-way, secure messaging and customize their care plan to meet the member's needs.

In the digital model of care management, members are engaged through a variety of channels; such as secure, two-way messaging, educational articles and videos and health-related questions and reminders. Using this platform, care teams are able to reach more members, and engage these members more efficiently and frequently.

Please talk to your Sunshine Health patients about this free app if you think it could help them.