

Resource Guide

This reference guide provides a list of the departments at Children’s Medical Services (CMS) Health Plan that may be helpful in assisting with coordination and authorization of services that a member may need. CMS has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CMS provides services in Regions 1 to 11 for children ages 0 through 21 years of age with special healthcare needs. For more information, contact CMS Health Plan Provider Services at 1-844-477-8313 or SunshineHealth.com/CMS.

Table of Contents

Behavioral Health Utilization Management	2
Case Management	2
Perinatal Care Support	3
Pharmacy	4
Subcontracted Utilization Management Services	4
Access Behavioral Health.....	4
Coastal Care Services	5
Involve Benefit Options (EBO) for Vision	6
Evolent	6
Liberty Dental for Dental Services Title XXI	7
Turning Point	7
Transportation	8
Utilization Management	9
Community Resources	10
24-Hour Nurse Advice Line	10

Behavioral Health Utilization Management

Support provided:

Authorizations related to behavioral health services, referrals, treatment centers and behavioral health directory.

Phone number: 1-844-477-8313, Option 3, Option 5, Option 5 for BH, Option 1 for Behavioral Health authorizations.

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 6 p.m. Eastern

Contact after hours or weekends: 1-866-799-5321, Option 1, Option 7 for the Nurse Advice Line

Special instructions for after hours or weekends: For urgent authorization requests or immediate assistance, select the option for the Nurse Advice Line, Option 1, Option 7 for the Nurse Advice Line

Escalation contact:

Primary: BH UM Senior Manager, John McIntosh

Phone number: 1-813-342-6312

Secondary: Director, Clinical Operations, Roza Sargsyan

Phone number: 1-813-206-7044

ODD/SUD Contact Person: Behavioral Health Utilization Management covers mental health and substance use services.

Phone number: 1-844-477-8313, Option 3 then Option 5 for CMS, Option 5 for BH, Option 0 to speak to a Behavioral Health Representative.

[Florida Behavioral Health Impact's Mental Health Resource Directory](#)

Florida Behavioral Health Impact Project provides resources for women and children in need of mental health and substance use support by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.

Case Management

Support provided:

Assistance with appointments post discharge, linking members to community services, education on condition, and coordination with treating providers.

Phone number: 1-866-799-5321



Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 8 p.m. Eastern

Contact after hours or weekends: 24 Hour Nurse Advice Line at 1-866-799-5321, Option 1, Option 7

Escalation contact:

Regions 1-8, and Medical Foster Care (MFC)

Primary: Director, Bernadette Melendez Phone number: 352-239-4590

Secondary: Senior Director, Jennifer Barry Phone number: 352-363-3926

Regions 9-11, and Behavioral Health (BH)

Primary: Director, Monique Peele Phone number: 305-401-9705

Secondary: Senior Director, Jennifer Barry Phone number: 352-363-3926

Enhanced Care Coordination (ECC) – Members in a Skilled Nursing Facility or needing Private Duty Nursing (PDN)

Primary: Director, Renata Trager Phone number: 954-514-3389

Secondary: Senior Manager, Dawn Bielawski Phone number: 727-834-2350

Perinatal Care Support

Support provided:

Assistance with coordinating appointments and other services post discharge, linking members to benefits and community services, education on medications and condition(s) and coordination with treating providers.

Phone number: 1-844-477-8313 Option 3, Press 1 and Extension 603-3883 and/or email address: SSHP_MM_CM_OB_Inbox@CENTENE.COM.

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 8 p.m. Eastern

Special instructions for after hours or weekends: 24 Hour Nurse Advice Line at 1-866-799-5321, Option 1, Option 7

Escalation contact:

Primary: Christa Chestnut
Phone number: 1-904-903-6333

Secondary: Valencia Norton
Phone number: 1-813-284-1383

1-844-477-8313
Provider Services

SunshineHealth.com/CMS
CMS_8517

Pharmacy

Support provided:

Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA), status of submitted PA requests.

Phone number: 1-833-705-1351, 1 if calling from a Pharmacy, 2 if a Provider; 3 if a Member

Hours of operation during non-holidays: 24 hours of operation during holidays and non-holidays

Contact after hours or weekends: 1-833-705-1351, 1 if calling from a Pharmacy, 2 if a Provider; 3 if a member

Escalation contact:

Primary: VP, Pharmacy Operations, Moses Allen
Phone number: 1-954-766-5483

Secondary: Director, Pharmacy, Elboni Moore
Phone number: 1-407-840-3822

Subcontracted Utilization Management Services

Support provided and description of each service:

- **Access Behavioral Health (ABH)** for Behavioral Health
- **Coastal Care Services**, processes hospital discharge orders for Durable Medical Equipment (DME) only
- ****Envolve Benefit Options for Dental has transitioned to Liberty Dental for management of Title 21 members only**
- **Envolve Benefit Options (EBO)** for Vision
- **Centene Pharmacy Services (CPS)** for Pharmacy
- **Evolent** for Musculoskeletal, Outpatient Radiology, Cardiac Imaging, & Oncology Services
- **TurningPoint** for Interventional Cardiology and ENT Surgical Procedures

Access Behavioral Health

Support provided:

Behavioral Health Services, In-Lieu Services, Inpatient and Outpatient Services – **Region 1 only**



Exclusions:

Regions 2-11 will be managed by the Health Plan

Phone number: 1-866-477-6725

Web Portal: <https://abhfl.org/>

Hours of operation during non-holidays: Monday to Friday from 8:00 a.m. – 5:00 p.m. Eastern

Contact after hours or weekends: 1-866-477-6725

Escalation contact:

Brent Patton

Phone: 1-850-495-2316

Email: brent.patton@lifeviewgroup.org

Coastal Care Services

Support provided:

Coastal Care Services will process hospital discharge orders for **Durable Medical Equipment (DME) only**.

Home Health will be excluded from their scope and processed by the Health Plan.

Discharge orders: The hospital should fax signed MD orders along with supporting clinical documentation to 1-855-481-0606. Fax cover sheet should state hospital discharge pending.

Phone number: 1-855-481-0505

Web Portal: <https://www.ccsi.care/>

Hours of operation during non-holidays: Monday to Friday from 8:30 a.m. – 5:30 p.m. Eastern

Contact after hours or weekends: 1-855-481-0505

Special instructions for after hours or weekends: Coastal Care has an on-call service 24 hours a day, seven days a week. After hours, the calls are routed to the on-call service and a Coastal representative will respond within 15 minutes. Coastal Care will provide Sunshine Health staff with a direct number to reach our on-call staff on the weekends and after hours.

Escalation contact:

Primary: Evelina Tutino, Director of Operations

Phone number: 1-786-879-8913

Email: etutino@ccsi.care

1-844-477-8313

Provider Services

SunshineHealth.com/CMS

CMS_8517



Secondary: Ysel Garcia, Senior VP

Phone number: 1-305-970-2048

Email: ygarcia@ccsi.care

Engolve Benefit Options (EBO) for Vision

Support provided:

Vision services (Optometry & Ophthalmology)

Phone numbers:

Provider Relations: 1-800-531-2818

Customer Service: 1-833-705-1354

Web Portal: envolvevision.com

Evolent

Support provided:

Oncology, Outpatient Radiology, Cardiac Imaging & Musculoskeletal

For Outpatient Radiology, Cardiac Imaging & Musculoskeletal

Phone number: 1-866-214-2569

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 8 p.m. Eastern

Special instructions for after hours or weekends: Submit authorization requests via our after-hours authorization tool, www.RadMD.com.

Escalation contact:

Primary: www.RadMD.com

Secondary: If www.RadMD.com is down, providers are to contact 1-866-214-2569, Monday to Friday from 8 a.m. to 8 p.m. Eastern.

For Oncology services

Phone number: 1-888-999-7713

Hours of operation during non-holidays: Monday to Friday 5 a.m. to 5 p.m. Pacific; Saturday 5 a.m. to 6 p.m. Pacific; and Sunday 6 a.m. to 3 p.m. Pacific

Contact after hours or weekends: 1-888-999-7713

1-844-477-8313

Provider Services

SunshineHealth.com/CMS

CMS_8517



Web Portal: <https://www.newcenturyhealth.com/>

Special instructions for after hours or weekends: intakesupervisors@evolent.com

Phone Number: 1-888-999-7713, ext. 1057

For Authorization Assistance Contact weekends: authassist@evolent.com

1-888-999-7713, extension 1055

Escalation contact:

Primary: intakesupervisors@evolent.com

Phone number: 1-888-999-1173, ext. 1057

Liberty Dental for Dental Services Title XXI

Support provided:

Dental Services for Title XXI members only

Provider Relations: 888-352-7924

Customer Service: 888-902-0344

Web Portal: www.libertydentalplan.com

Turning Point

Support provided:

Interventional Cardiology and ENT Surgical Procedures

Phone number: 1-561-418-3256

Fax number: 1-954-622-8034

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 5 p.m. Eastern

Contact after hours or weekends: 1-561-418-3256

Special instructions for after hours or weekends: Turning Point has medical professionals on-call 24 hours a day, 7 days a week. Please call the general intake line and it will route you to an available on-call agent to triage the phone call.

Escalation contact:

Peer-to-Peer Coordination Line: 1-800-581-3920

Primary: Jennifer Bunch

Phone number: 1-407-250-7117

Email: jbunch@tpshealth.com

1-844-477-8313

Provider Services

SunshineHealth.com/CMS

CMS_8517



Secondary: Lisa Janyska

Phone number: 1-443-386-6277

Email: ljanyska@tpshealth.com

Utilization Management & Precertification

Web Portal Payer Access: <https://payer.myturningpoint-healthcare.com>

Health Plan UM Shared Email: centeneum@turningpoint-healthcare.com

Health Plan UM Appeals Support: centeneumappeals@turningpoint-healthcare.com

TP Portal Support: portalsupport@turningpoint-healthcare.com

Provider Relations Shared Email: providersupport@turningpoint-healthcare.com

Transportation

Support provided:

Non-emergency transportation services.

Medical Transport Management (MTM)

Phone number: 1-844-399-9469

Hours of operation during non-holidays: Monday – Friday, 8 a.m. to 7 p.m. Eastern and Saturday, 8 a.m. – 5 p.m. Eastern

Contact after hours or weekends:

Customer Service Phone Line: 1-844-399-9469

Special instructions for after-hours or weekends: 24 hours of operation during holidays and non-holidays. Facility discharges are handled 24 hours, 7 days a week at 1-855-824-5695, press 9.

Escalation contact:

Primary: Urgent-Client Escalation Phone Line

Phone number: 1-855-824-5695

1-844-477-8313

Provider Services

SunshineHealth.com/CMS

CMS_8517

Utilization Management

Support provided:

Authorizations related to outpatient services (not related to a hospital discharge), including home health, IV infusion, durable medical equipment (DME) and hospice.

- Authorization requests go through the Secure Provider Portal or fax to 1-866-796-0526.
- For I/V infusion, PDN & Hospice, please submit requests through the Secure Provider Portal or fax to 1-866-796-0526.
- Contact Coastal Care for DME requests:
 - Phone number: 1-855-481-0505
 - Fax: 1-855-481-0606

Phone number: 1-844-477-8313, Option 3, Option 5

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 8 p.m. Eastern

Contact after hours or weekends: 1-844-477-8313

Hospital Discharges not processed by Coastal need to be faxed to 1-844-801-8413

Special instructions for after-hours or weekends: If after-hours support is needed, inform the after-hour staff to contact the supervisor on call if this is an urgent need.

Escalation Contact:

Inpatient and Post Discharge Care:

Primary: Adrienne Cohen

Phone number: 1-954-618-8657

Secondary:

John Williams

Phone number: 1-813-217-3194

Marcia Hager

Phone number: 1-859-310-2173

Pat Bryant

Phone number: 1-813-362-7927

For post-acute needs:

Angela Paider

Phone number: 1-813-342-6398

1-844-477-8313

Provider Services

SunshineHealth.com/CMS

CMS_8517



Outpatient Services:

Primary: Ivana Soldo

Phone Number: 1-727-678-3537

Outpatient and Discharge Planning HH/DME Services:

Primary: Frances Reyes

Phone number: 1-813-342-6337

Outpatient Medical Services:

Primary: Ina Small

Phone number: 1-954-815-1725

Outpatient Rehab Services:

Primary: Quionda Duke

Phone Number: 1-980-985-8695

Community Resources

Sunshine Health Connects helps members and caregivers in need connect with local programs and support. Our database makes it easy for people with social needs – and those who help others – to find community programs. These programs provide help with food, shelter, healthcare, money and education, jobs and more.

Community Connections Help Line: 1-866-775-2192; Monday to Friday from 8 a.m. to 7 p.m. Eastern

24-Hour Nurse Advice Line

Nurse Advice Line can assist providers with checking member eligibility. It can also connect members to telemedicine for urgent care visits.

Phone number: 1-866-799-5321 and follow prompts for Nurse Advice Line, Option 2, Option 7 after hours

Hours of operation during non-holidays: 24 hours a day, 7 days a week

1-844-477-8313

Provider Services

[SunshineHealth.com/CMS](https://www.sunshinehealth.com/cms)

CMS_8517

Other

Mental Health Resources:

[Florida Moms Mental Health Resources](#)

[FL BH Impact Project](#)

The International Marce' Society for Perinatal Mental Health:

[COVID 19 Perinatal Mental Health Resources](#)

Perinatal/Post-Partum Loss

[Baby Loss](#)

[March of Dimes](#)

[Empty Arms Bereavement](#)

[Share Pregnancy and Infant Loss Support](#)

[American Psychiatric Association](#)

[Postpartum Support International Directory](#)

[National Harm Reduction Coalition](#)

[National Institute on Drug Abuse: Substance Use While Pregnant and Breastfeeding](#)

[CDC Resources on Opioid Use During Pregnancy](#)

[Mother to Baby: Opioid use During Pregnancy and Breastfeeding](#)

[PSI Perinatal Psychiatric Consult Line: 1-877-499-4773](#)

[National Perinatal Association](#)

OUD/SUD Resources

[Substance Abuse and Mental Health Services Administration \(SAMHSA\) National Helpline](#)

[SAMSHA Buprenorphine Locator List](#)

[SAMHSA Opioid Treatment Program Directory List](#)

[Maternal Opioid Recovery Effort \(MORE\)](#)

[Maternal Opioid Recovery Effort \(MORE\) Tool Kit](#)

[March of Dimes Street Drugs and Pregnancy](#)

[March of Dimes Preventing NAS in Your Baby](#)

[March of Dimes Caring for a Baby with NAS](#)



To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP, please contact 1-844-477-8313.

[CMS Provider Directories](#)

[CMS Provider Manual](#)

[Provider Billing Manual](#)