

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 Health Plan 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 Health Plan provides services statewide (Regions 1 to 11) and also provides services for children ages 0 through 20 years of age with chronic conditions. For more information, contact CMS Health Plan Member Services at 1-866-799-5321 or SunshineHealth.com/CMS.

Behavioral Health

Support provided:

Authorizations related to behavioral health services, referrals, treatment centers. The 'For Providers' section of the Sunshine Health website houses the links to many resources including the pre-auth check tool, In Lieu of Services resource guide, Sunshine Health Provider Billing Manual, the link to the provider portal for auth submissions, provider training, etc. Visit SunshineHealth.com/providers.html.

Phone number: 1-866-799-5321

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

1-844-477-8313
Provider Services

Contact after hours or weekends: 1-866-799-5321

Special instructions for after hours or weekends: for urgent auth requests or immediate assistance select the option for the nurse advice line.

Escalation contact:

Primary Kim Lisle,
phone number 1-727-432-1022

Secondary Tonia James, phone number 1-904-477-0730

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

Phone number: 1-866-799-5321

Mental Health & Substance Use Services

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

Case Management

Support provided:

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

Phone number: 1-866-799-5321

Hours of operation during non-holidays: Monday to Friday from 8am to 7pm

Contact after hours or weekends: 24 Hour Nurse Advice Line at 1-

SunshineHealth.com/CMS

CMS_2971

866-799-5321

Special instructions for
after hours or weekends:
See above

Escalation contact: 1-
866-799-5321

Perinatal Care Support

Support provided:
Assistance with
appointments post
discharge, linking member
to community services,
education on condition,
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.

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

Special instructions for
after hours or
weekends: See above

Escalation contact: 1-866-
799-5321

Pharmacy

Support provided:

1-844-477-8313
Provider Services

Reviewed October 2021

Authorizations related to
retail drugs, specialty
drugs, information on
what drugs require
authorization, status of
submitted authorization
requests.

Phone number: 1-866-799-
5321

24 hours of operation
during holidays and non-
holidays.

Special instructions for
after hours or
weekends: See above

Escalation contact:

Primary: VP, Pharmacy
Operations, phone
number 1-954-766-5483

Secondary: Director,
Pharmacy Operations,
phone number 1-407-840-
3822

Subcontracted Utilization Management Services

National Imaging
Associates (NIA) for
outpatient Radiology, New
Century Health (NCH) for
oncology services.

Phone numbers/standard
hours of operation:

- NIA: 1-866-214-2569 –
Monday to Friday from

7 a.m. to 7 p.m.
Central

- NCH: 1-888-999-7713
– Monday to Friday 5
a.m. to 5 p.m. Pacific;
Saturday 5a.m. to 6
p.m. Pacific; and
Sunday 6 a.m. to 3
p.m. Pacific

Contact after hours or
weekends:

- NIA: 1-877-807-2363
- NCH: 1-888-999-7713

Special instructions for
after hours or weekends:

- NIA: Submit
authorization requests
via our after-hours
authorization tool,
www.RadMD.com. If
unavailable, a retro
authorization can be
issued.
- NCH:
[Intakesupervisors@ne
wcenturyhealth.com](mailto:Intakesupervisors@newcenturyhealth.com)
 - Phone Number: 1-
888-999-1173,
extension 1057
 - For Auth Assist
Contact weekends:
 - [AuthAssist@newce
nturyhealth.com](mailto:AuthAssist@newcenturyhealth.com)
(Plans only)
 - 1-888-999-1173,
extension 1055

Escalation contact:

- NIA: Primary:
www.RadMD.com
NIA: Secondary: If
www.RadMD.com is
down, they will put an
After-Hours Call Center
number on their
website.
- NCH Primary: Melanie
Nevala
[mnevala@newcentury
health.com](mailto:mnevala@newcenturyhealth.com) 1-888-999-
7713 Ext. 1990

Weekend Escalations:

[Intakesupervisors@newce
nturyhealth.com](mailto:Intakesupervisors@newcenturyhealth.com)
Phone number: 1-888-999-
1173, extension 1057

**Coastal Care Services will
process hospital discharge
orders.**

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.

Coastal Care phone
number/standard hours of
operation:

- 1-855-481-0505, 8:30
a.m. to 5:30 p.m.

After hours or weekends:

1-844-477-8313
Provider Services

Reviewed October 2021

- 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. We are in the
process of obtaining
this phone specific for
Sunshine Health and
will provide this phone
number within the
next week or so.

Coastal Care escalation
contacts:

- Evelina Tutino,
Director of Operations
 - Email:
etutino@ccsi.care
 - Phone: 1-786-879-
8913
- Ysel Garcia, Senior VP,
 - Email:
ygarciac@ccsi.care

- Phone: 1-305-970-
2048

Turning Point

Phone numbers/standard
hours of operation: 1-561-
418-3256 – Monday to
Friday from 8 a.m. to
5p.m. Eastern

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

Special instructions for
after hours or weekends:
In the event a provider
needs to contact Turning
Point for prior
authorization after hours
or on 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 point of contact:

- Utilization
Management &
Precertifications:
Web Portal Payer
Access:
[https://payer.myturnin
gpoint-healthcare.com](https://payer.myturningpoint-healthcare.com)
Health Plan UM Shared
Email:
centeneum@turningp

SunshineHealth.com/CMS

CMS_2971



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

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

Jennifer Bunch
Supervisor, Clinical
Operations

Email:

jbunch@turningpoint-healthcare.com

Direct Line: 1-407-250-7117

Wayde Salmon
Manager, Clinical
Operations

Email:

wsalmon@turningpoint-healthcare.com

Office: 1-321-594-6941

Crystal Harris, RN
Director, Utilization
Management

Email:

charris@tpshealth.com

Direct Line: 1-321-888-3280

1-844-477-8313
Provider Services

Reviewed October 2021

Robynn Schena
Provider Relations
Representative

Email:

rschena@tpshealth.com

Office: 1-614-407-3447

Transportation

Support provided:

Non-emergency
transportation home
upon discharge.

Phone number: 1-877-583-1554, then press
immediately 9, 24 hours of
operation during holidays
and non-holidays.

Contact after hours or
weekends: 1-877-583-1554, then press
immediately 9

Special instructions for
after hours or
weekends: None

Escalation contact:

Primary Escalation
Supervisor Team, 1-866-436-0457

Secondary, N/A

Utilization Management

Support provided:

Complete authorization
and service

coordination for
members being
discharged.

Phone number: 1-877-640-0759

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

Contact after hours or
weekends: 1-866-334-7927

Special instructions for
after hours or weekends:
For any expedited/urgent
needs request to be
connected to the on call
nurse manager.

Escalation contact:

Primary: On call Nurse
Supervisor, phone
number 1-813-206-5236

Secondary: On call
Medical Director,
phone number 1-813-206-7966

Community Resources

[Sunshine Health
Community Resource
Database](#)

Community Connections
Help Line: 1-866-775-2192

SunshineHealth.com/CMS

CMS_2971



Monday to Friday from 8 a.m. to 7 p.m. Eastern

Other

Nurse Advice Line: 1-866-799-5321, 24 hours a day, 7 days a week

Behavioral Health Crisis Line: 1-866-799-5321, 24 hours a day, 7 days a week

[FL BH Impact Project](#)

[OUD/SUD Resources](#)
[Substance Abuse and Mental Health Services Administration \(SAMHSA\) National Helpline](#)
[SAMSHA Buprenorphine Locator List](#)
[SAMHSA Opioid Treatment Program Directory List](#)
[Methadone Clinic Contact 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](#)

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](#)
The International Marce' Society for Perinatal Mental Health: [COVID 19 Perinatal Mental Health Resources](#)

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 call 1-844-477-8313.

See our website at SunshineHealth.com for the Sunshine Health Provider Directory & Administrative Guides:

[<CMS Provider Directories>](#)
[<CMS Provider Manual>](#)
[<Provider Billing Manual>](#)

1-844-477-8313
Provider Services

SunshineHealth.com/CMS
CMS_2971