

# 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](http://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](http://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](http://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](http://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](http://www.RadMD.com)  
NIA: Secondary: If  
[www.RadMD.com](http://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](mailto:etutino@ccsi.care)
  - Phone: 1-786-879-  
8913
- Ysel Garcia, Senior VP,
  - Email:  
[ygarcia@ccsi.care](mailto:ygarcia@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  
gpointhhealthcare.com](https://payer.myturningpoint-healthcare.com)  
Health Plan UM Shared  
Email:  
[centeneum@turningp](mailto:centeneum@turningp)

**SunshineHealth.com/CMS**

CMS\_2971



[turningpoint-healthcare.com](http://turningpoint-healthcare.com)

Health Plan UM Appeals  
Support:

[centeneumappeals@turningpoint-healthcare.com](mailto:centeneumappeals@turningpoint-healthcare.com)

TP Portal Support:

[portalsupport@turningpoint-healthcare.com](mailto:portalsupport@turningpoint-healthcare.com)

Provider Relations Shared  
Email:

[providersupport@turningpoint-healthcare.com](mailto:providersupport@turningpoint-healthcare.com)

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

Jennifer Bunch  
Supervisor, Clinical  
Operations

Email:  
[jbunch@turningpoint-healthcare.com](mailto:jbunch@turningpoint-healthcare.com)

Direct Line: 1-407-250-7117

Wayde Salmon  
Manager, Clinical  
Operations

Email:  
[wsalmon@turningpoint-healthcare.com](mailto:wsalmon@turningpoint-healthcare.com)

Office: 1-321-594-6941

Crystal Harris, RN  
Director, Utilization  
Management

Email:  
[charris@tpshealth.com](mailto: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](mailto: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](http://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](http://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](http://SunshineHealth.com/CMS)  
CMS\_2971