



## Resource Guide

This reference guide provides a list of departments at Sunshine Health that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Sunshine Health has also provided names of team members who may assist with any issues that have not been resolved timely and need to be escalated.

Sunshine Health provides Medicaid, Long Term Care and Child Welfare services statewide (Regions 1 to 11). For more information, contact Sunshine Health's Provider Services helpline at **1-844-477-8313** or visit [SunshineHealth.com](https://www.sunshinehealth.com).

### Behavioral Health

Support provided:  
Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory

Phone number: 1-866-796-0530

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

Contact after hours or weekends: 1-866-796-0530

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

1-844-477-8313  
Provider Services

Escalation contact:  
Primary Kim Lisle, phone number: 1-727-432-1022  
Secondary Tonia James, phone number: 1-904-477-0730

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

Phone number: 1-866-796-0530

Mental Health & Substance Use Services  
[Florida Behavioral Health Impact's Mental Health Resource Directory](#)

**MMA and CW Case Management**

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

Phone number: 1-866-796-0530 and select the Case Management prompt or ext. 41921, Monday to Friday from 8 a.m. to 8 p.m. Eastern.

Contact after hours or weekends: 1-866-796-0530

Special instructions for after hours or weekends:  
The Nurse Advice Line receives the calls and can reach the on-call case

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

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management leader for urgent issues.

Escalation contact:

Primary: Christina Alvarez, 1-407-670-6169  
Secondary: Nesha Fayiz, 1-813-286-6290

For Child Welfare members: Toby Pina 561-315-0760

### **LTC Case Management**

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

Phone number: 1-844-477-8313 and select option 3, Monday to Friday from 8 a.m. to 8 p.m. Eastern.

Contact after hours or weekends: 1-866-796-0530

Special instructions for after hours or weekends: The Nurse Advice Line receives the calls and can

1-844-477-8313  
Provider Services

reach the on-call case management leader for urgent issues.

Escalation contact: Only if you cannot reach the first three tiers on the on-call tree.

Primary: Donna Melogy, 1-904-200-9606  
Secondary: Keni Koon, 1-352-459-5920

### **Perinatal Care Support Resources**

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

Contacts for Perinatal/Postpartum OUD/SUD:  
Primary: Christa Chestnut, 1-866-796-0530 ext.40537  
Secondary: Lori Egelston, 1-813-206-2096

### **Perinatal Care Support**

Support provided: Assistance with appointments post

discharge, linking member to community services, education on condition, and coordination with treating providers.  
Phone number: 1-866-799-0530

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 1-866-799-0530

Special instructions for after hours or weekends: See above

Escalation contact:  
Primary Christa Chestnut, 1-866-796-0530 ext.40537  
Secondary Lori Egelston, 1-813-206-2096

### **Pharmacy**

Authorizations related to retail drugs, specialty drugs, and information on what drugs require a PA.

Phone number: 1-866-399-0928, 24 hours of operation during holidays and non-holidays.

Special instructions for after hours/weekends:

[SunshineHealth.com](http://SunshineHealth.com)

Please reach out to escalation contact.

Escalation contact:

Primary: Licet Martell, 1-954-684-9147

Secondary: Moses Allen, 1-954-766-5483

### **Subcontracted Utilization Management Services**

National Imaging Associates (NIA) for outpatient Radiology, Health Network One (HN1) for outpatient therapies, 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
- HN1: 1-888-550-8800 – Monday to Friday from 8:30 a.m. to 5 p.m. Eastern
- NCH: 1-888-999-7713 – Monday to Friday 5 a.m. to 5 p.m. Pacific; Saturday 5a.m.– 6 p.m. Pacific; and Sunday 6 a.m.–3 p.m. Pacific

Contact after hours or weekends:

1-844-477-8313  
Provider Services

- NIA: 1-877-807-2363
- HN1: 1-888-550-8800
- 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.
- HN1: Follow the HN1 message instructions to be connected to the on-call UM supervisor.
- NCH:  
[Intakesupervisors@newcenturyhealth.com](mailto:Intakesupervisors@newcenturyhealth.com)
  - Phone Number: 1-888-999-7713, extension 1057
  - For Auth Assist Contact weekends:  
[AuthAssist@newcenturyhealth.com](mailto:AuthAssist@newcenturyhealth.com) (Plans only)
  - 1-888-999-7713, 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.

- HN1: Primary: Terri Epp at [EppT@healthsystemone.com](mailto:EppT@healthsystemone.com).
- NCH Primary: Melanie Nevala [mnevala@newcenturyhealth.com](mailto:mnevala@newcenturyhealth.com) 1-888-999-7713 Ext. 1990

Coastal Care Services will process hospital discharge orders for the below products:

Medicaid (MMA)  
Child Welfare Specialty Plan  
Serious Mental Illness (SMI) Specialty 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.

Coastal Care phone number/standard hours of operation: 1-855-481-0505, 8:30 a.m. – 5:30 p.m.

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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.

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

1-844-477-8313  
Provider Services

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 point of contact:

Utilization Management &  
Precertifications:

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

Health Plan UM Shared

Email:

[centeneum@turningpoint-healthcare.com](mailto:centeneum@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

Robynn Schena

Provider Relations  
Representative

Email:

[rschena@tpshealth.com](mailto:rschena@tpshealth.com)

Office: 1-614-407-3447

### Transportation

Non-emergency  
transportation home upon  
discharge, transportation  
to outpatient visits or  
pharmacy.

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MMA, CW and SMI –  
ModivCare (formerly  
LogistiCare)

Phone number: 1-877-659-8420, Monday to Friday from 8 a.m. to 5 p.m. Eastern. Facility discharges are handled 24 hours, 7 days a week at this same number.

Escalation contacts:

Marie Gerard (Mon-Thur) 5 p.m. – 12 a.m., 1-800-486-7642 ext. 2126

Alexandria Wells 1-800-486-7642 ext. 2051

Don Campbell (Mon-Fri) 5 p.m. – 8 p.m. 1-800-486-7642 ext. 2380

Tamara Tharpe (Sat/Sun) 8 a.m. – 6 p.m. Overnight/Weekends 1-800-486-7642 ext. 2588

Robin Cook (Thur-Sun) 8 p.m. – 6 a.m. 1-800-486-7642 Ext. 2051

LTC and LTC  
Comprehensive – Alivi

Phone number: 1-888-863-0248, Monday to Friday from 8 a.m. to 5 p.m. Eastern. Facility discharges are handled 24 hours, 7

1-844-477-8313  
Provider Services

days a week at this same number.

Contact after hours or weekends: 1-786-432-1157

Special instructions for after hours or weekends: Hospital discharges follow the regular reservation process and can take up to three hours.

Escalation contacts:  
Primary: Janitza Valdivia, 1-786-877-3828  
Secondary: Mariela Del Valle, 1-786-909-8386

**Utilization Management**

Authorizations related to discharge planning, inpatient and outpatient services, including home health, IV infusion, DME and hospice.

Phone number: 1-844-477-8313, follow prompts for Medicaid products (#3) and then for each product: LTC comprehensive (#2), MMA (#3), Child Welfare (#5) and then authorizations (#3) and follow prompts for services required.

Standard hours of operation: Monday to

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

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

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 contacts:  
Inpatient and Post  
Discharge Care:

Primary: Adrienne Cohen, 1-954-594-0442  
Secondary: Pat Kedroe, 1-954-541-0009

Outpatient:

Primary: Heisha Moore, 407-625-6109  
Secondary: Non-Clinical-Ann Marie Arciniega 954-296-3585; Clinical-Heisha Moore 407-625-6109

**Community Resources**

Our [Sunshine Health Community Resource Database](#) connects members and caregivers in need with local programs and supports. Our

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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.

### **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: 1-866-796-0530 and follow prompts for Nurse Advice Line, 24 hours a day, 7 days a week.

### **Optum**

In-home support for women with high-risk pregnancies, such as in-home Makena administration or programs for gestational/pre-gestational diabetes, hypertension, preeclampsia and preterm labor.

1-844-477-8313  
Provider Services

Phone number: Send a prescription to Optum by fax at 1-866-252-4293 or 1-866-731-9011, Monday to Friday from 8 a.m. to 5 p.m. Eastern.

Contact after hours or weekends: 1-800-950-3963

### **Other**

OUD/SUD Vendors  
Strongwell:  
[iAmStrongWell.com](http://iAmStrongWell.com)  
Bravehealth:  
[bebravehealth.com](http://bebravehealth.com)

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](#)

Mental Health Resources:

[Florida Moms Mental Health Resources](#)  
[FL BH Impact Project](#)

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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](https://SunshineHealth.com) for the Sunshine Health Provider Directory & Administrative Guides:

[MMA Provider Directories](#)

[LTC Provider Directories](#)

[CW Provider Directories](#)

[Provider Manual](#)

[Medicaid Provider Billing Manual](#)