



## Join us

For a complete list of meetings, see the **back page**.

## Attend a Town Hall

Sunshine Health invites providers to attend one of 15 Town Hall meetings being held across the state. Whether you are a new provider, or have been partnering with us for years, a Town Hall meeting is a great opportunity to meet department leaders, ask questions and tell us how we can better serve you and our members.

Topics covered include: Medicaid, Child Welfare and Comprehensive Long Term Care overview; new and enhanced benefits; continuity of care; medical management; pharmacy; quality; MMA Physician Incentive Program (MPIP); Provider Partnership Management (PPM) updates; and Patient Centered Medical Homes (PCMH). Refreshments will be served.

To register, email [SHproviderpartners@centene.com](mailto:SHproviderpartners@centene.com) or fax 1-855-346-4420. Please include your group/provider name, Tax ID Number, contact name, email address, phone number, number attending and which date and time you will be attending.

## We're here to help

If you have any questions or concerns, please call 1-866-796-0530 and follow the prompts for "Provider."

### Key

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

**CHRIS COFFEY**  
PRESIDENT AND CEO

## Dear Valued Provider,



At Sunshine Health, we want to be No. 1.

No. 1 in the delivery of care to our members. No. 1 in the delivery of service to our providers. And No. 1 in the support we provide our communities.

We can't achieve these goals without you.

You are a critical link between our mission and our members. You provide the care our members need most, helping them control chronic conditions, deliver healthy babies, recover from illness and get preventive care.

As we start our new statewide Medicaid contract in December — and continue to work together to improve health outcomes — I want you to know that we are committed to our partnership and to innovations and strategies to enhance performance. The more we can enhance operational efficiencies, communicate effectively and strategize on clinical excellence, the more time you have to spend with your patients, our members.

My professional career has always been in healthcare, with 17 of those years being on the “provider side” of healthcare delivery management and 7 years as an occupational therapist. I understand the challenges you face as a provider. Now I feel privileged to have the ability to touch nearly 1 million lives as the President and CEO of Sunshine Health.

We have exciting new programs and benefits to tell you about during our regional Provider Town Hall series, which continues through January. We also want to hear from you about what we're doing well and ways we can better support you. You also can email us at [SunCommunications@centene.com](mailto:SunCommunications@centene.com).

Sincerely,

Chris Coffey  
President and CEO, Sunshine Health

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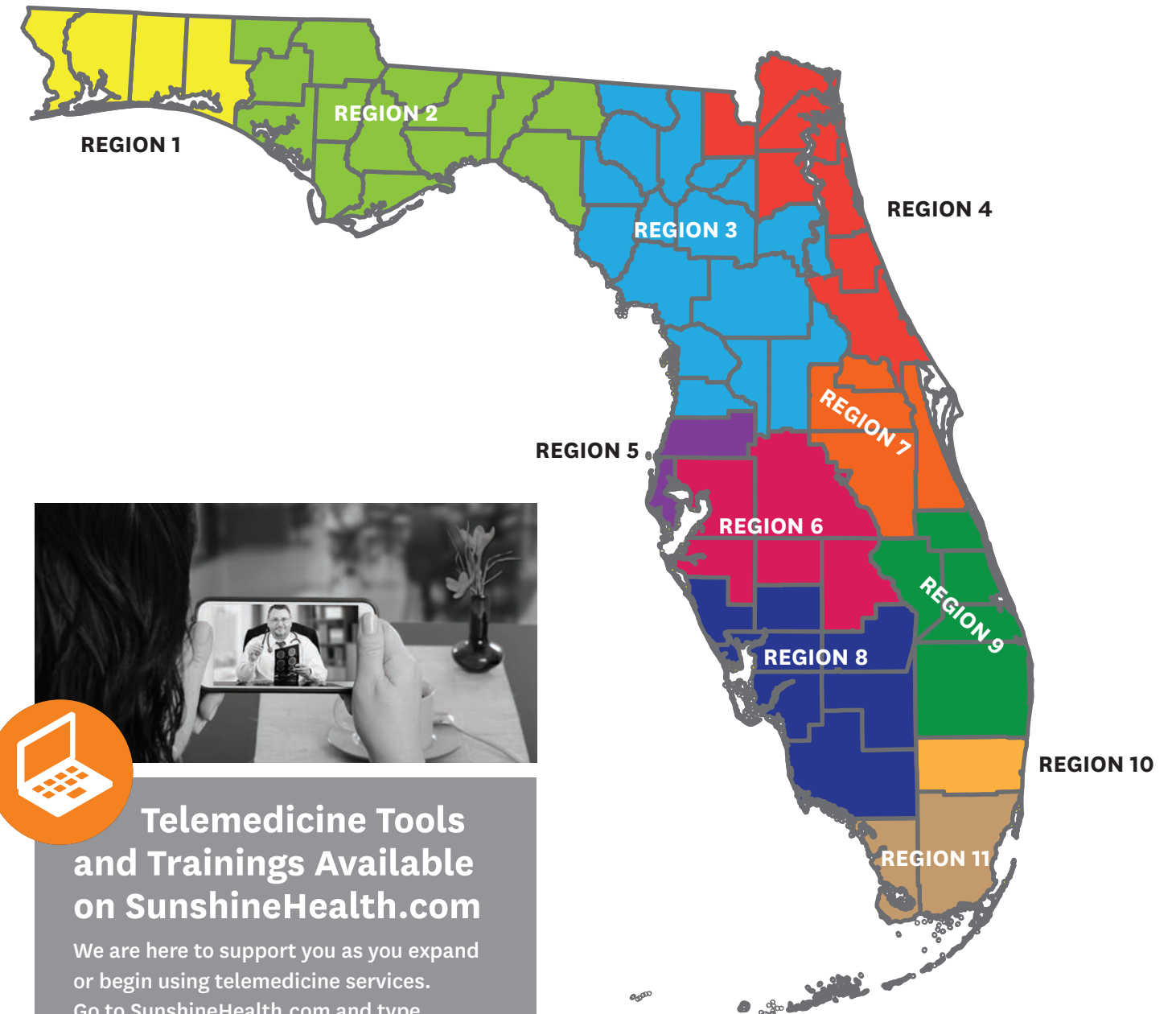
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### MEDICAID

## Medicaid Rollout Schedule

The rollout of the SMMC program will begin Dec. 1, 2018, with Regions 9, 10 and 11, followed by Regions 5, 6, 7 and 8 on Jan. 1, 2019. Lastly, Regions 1, 2, 3 and 4 will roll out Feb. 1, 2019.



### Telemedicine Tools and Trainings Available on SunshineHealth.com

We are here to support you as you expand or begin using telemedicine services. Go to [SunshineHealth.com](http://SunshineHealth.com) and type “telemedicine” into the search box to see the latest telemedicine trainings and updates, resources, billing guidelines and more.



#GetCovered

## AMBETTER

# Open Enrollment is Nov. 1 through Dec. 15

Open enrollment for Ambetter from Sunshine Health, our Health Insurance Marketplace product, starts Nov. 1 and ends Dec. 15, 2018. Ambetter offers a variety of plans to meet your patients' needs and budgets. We added four counties to our coverage area this year: Flagler, Highlands, Okeechobee and Putnam.

Other counties include: Alachua, Broward, Charlotte, Citrus, Clay, Duval, Hernando, Hillsborough, Lake, Manatee, Marion, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Lucie and Volusia.

Learn more at [Ambetter.SunshineHealth.com](http://Ambetter.SunshineHealth.com) or by calling 1-877-687-1169.

## ALLWELL

# Open Enrollment Continues through Dec. 7

Open enrollment for Allwell from Sunshine Health, our Medicare Advantage product, started Oct. 15 and continues through Dec. 7, 2018. Medicare members who wish to make changes to their coverage or enroll in our plan, which gives them access to caring case managers, a 24-hour Nurse Advice Line and more, should go to [AllwellFlorida.com](http://AllwellFlorida.com), or call 1-877-826-3692.

We offer Allwell coverage in Baker, Broward, Duval, Hardee, Hernando, Hillsborough, Lake, Manatee, Marion, Martin, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Seminole, St. Lucie and Volusia counties.



## MEDICAID, AMBETTER

# Sunshine Health and NCH Begin New Oncology Pre-Approval Program

Beginning Jan. 1, 2019, Sunshine Health will partner with New Century Health (NCH), an oncology quality management company, to implement a new oncology pre-approval program, Sunshine Health Oncology Pathway Solutions. The program will assist Sunshine Health providers effectively deliver quality patient care and make the administrative process faster and easier.

In January, all oncology-related chemotherapeutic drugs and supportive agents will require a pre-authorization from NCH before being administered in a physician's office, outpatient hospital or ambulatory setting. This prior authorization applies to all oncology drugs for Ambetter members over the age of 18. For Medicaid, the prior authorization applies to members over the age of 18, only if the oncology drug is noted as requiring prior authorization on the Agency for Health Care Administration's pharmacy drug list (PDL).

Benefits of the new program include:

- The use of clinical criteria, based on nationally-recognized guidelines, to promote evidence-based cancer care
- Increased collaboration with physician offices to foster a team approach
- Peer-to-peer discussions with medical oncologists who can understand and better discuss treatment plans
- A provider web portal to:
  - Obtain real-time approvals when selecting evidence-based NCH treatment care pathways
  - Determine which clinical documentation is necessary for medical necessity review
  - View all submitted requests for authorization in one location
  - Check member eligibility

Providers must complete an authorization request using one of the following methods:

- Logging in to the NCH Provider Web Portal: <https://my.newcenturyhealth.com>
- Calling 1-877-624-8601 (Monday- Friday 8 a.m.-8 p.m. ET)
- Faxing the authorization form to 1-877-624-8602





## MEDICAID

# Medicaid Preferred Drug List Updates

The Florida Medicaid Pharmaceutical and Therapeutics Committee meets quarterly and gives recommendations to the Agency for Health Care Administration (AHCA) for updates to the Preferred Drug List (PDL). The following changes were made at the June 22, 2018, committee meeting and were effective beginning July 1, 2018. View the complete Preferred Drug List at the link on SunshineHealth.com under “Pharmacy.”



### Added Medications

- Acitretin (AG) (Oral)
- Acitretin (Oral)
- Adzenys XR ODT (Oral)
- Aptensio XR (Oral)
- Azelastine (Asterlin) (Nasal)
- Azelastine (Astepro) (AG) (Nasal)
- Azelastine (Astepro) (Nasal)
- Bisoprolol (Oral)
- Cefaclor Capsule (Oral)
- Cefadroxil Capsule (Oral)
- Cholestyramine/Aspartame (Oral)
- Eliquis Dose Pack (Oral)
- Ezetimibe (Oral)
- FE C/FA (Oral)
- Granisetron (Oral)
- Methylphenidate CD (AG) (Oral)
- Methylphenidate CD (Oral)
- Methylphenidate ER (Metadate ER) (Oral)
- Nuversa (Vaginal)
- PNV 11-IRON FUM-FOLIC ACID-OM3 (Oral)
- PNV COMBO #22/IRON/FA/OM3/DHA (Oral)
- PNV COMBO#47/IRON/FA #1/DHA (Oral)
- PNV NO.115/IRON FUMARATE/FA Chewable Tablet (Oral)
- PNV W-CA NO.37/IRON/FA/OMEGA-3 (Oral)
- PNV W-CA NO.40/IRON FUM/FA CMB NO.1 (Oral)
- PNV WITH CA NO.68/IRON/FA NO.1/DHA (Oral)
- PNV WITH CA,NO.70/IRON/FA/DHA (Oral)
- PNV#21/IRON PS& HEME POLYP/FA (Oral)
- PNV22/IRON CBN&GLUC/FA/DSS/DHA (Oral)
- PNV80/IRON FUMARATE/FA/DSS/DHA (Oral)
- Prenatal Chewable

### Tablet (Oral)

- Propranolol ER (AG) (Oral)
  - Propranolol/HCTZ (Oral)
  - SELECT-OB Chewable
- Tablet (Oral)
- Sublocade (SQ)\*
  - Taron-Prex Prenatal (Oral)
  - Varubi (IV)
  - VITAFOL-OB (Oral)
  - VITAFOL-OB+DHA (Oral)
  - VP-CH-PNV (Oral)
  - Vyvanse Chewable Tablet (Oral)

### Removed Medications

- Carafate Tablet (Oral)
- Cinvanti (IV)
- Clindamycin (Vaginal)
- Dyanavel XR (Oral)
- Menest (Oral)
- Methylodopa/HCTZ (Oral)
- Methylphenidate ER (Concerta) (AG) (Oral)
- Methylphenidate ER (Concerta) (Oral)
- Methylprednisolone 16mg Tablet (Oral)
- Methylprednisolone 8mg Tablet (Oral)
- Metronidazole (Vaginal)
- Metronidazole Lotion (Topical)
- Olopatadine (AG) (Nasal)
- Olopatadine (Nasal)
- Oxsoalene-Ultra (Oral)
- PNV #19/IRON PS&HEME/FOLIC/DHA (Oral)
- Promethazine 50 mg (Rectal)
- Provida DHA (Oral)
- Ranitidine (Injection)
- Soriatane (Oral)
- Suprax Suspension (Oral)
- Viibryd Dose Pack (Oral)
- Zetia (Oral)

### New Medications or Medications Not Previously Reviewed Given a Non-Preferred Status

- Admelog Solostar Pen (SQ)
- Admelog Vial (SQ)
- Adzenys Er Suspension (Oral)
- Aliqopa (IV)
- Bavencio (IV)
- Baxdela (IV)
- Baxdela (Oral)
- Besponsa (IV)
- Bonjesta (Oral)
- Bortezomib (IV)
- Dactinomycin (Cosmegen) (IV)
- Daxbia (Oral)
- Duet DHA (Oral)
- Duet DHA Balanced (Oral)
- Icar-C Plus (Oral)
- Lonhala Magnair (Inhalation)
- Lyrica CR (Oral)
- NeevoDHA (Oral)
- Nestabs One (Oral)
- Obtrex DHA (Oral)
- Prenatabs FA (Oral)
- Prenatabs RX (Oral)
- PV W-O VIT A/FE FUMARATE/FA Chewable Tablet (Oral)
- Rhofade (Topical)
- Segluromet (Oral)
- Sinuva (Sinus Implant)
- Steglatro (Oral)
- Steglujan (Oral)
- Taperdex (Oral)
- Tepadina (Injection)
- Trinate(Oral)
- Vanatol S (Oral)
- Vitapearl (Oral)
- Vitatruue (Oral)
- Vyxeos (IV)
- Xhance (Nasal)
- Zilretta (Intraarticular)
- Zodex (Oral)

\* Auto PA Revised 7/2018



## ALL PRODUCTS

# New Provider Advisory Committee Fuels Quality Improvement

Sunshine Health started a new Provider Advisory Committee in early 2018 to ensure providers have direct input into Sunshine Health’s quality and process improvement efforts.

The committee helps Sunshine Health collect provider input on a range of topics, from condition management and preventive care to ways to improve provider performance on clinical performance goals.

The committee meets at least quarterly and is led by Sunshine Health Chief Medical Director Dr. Jeffrey Martorana. Members serve two years and include Sunshine Health leadership, three external providers, and ad hoc members depending on agenda needs.

“The committee helps us gain insights into how we can better serve our providers and decrease administrative requirements,” said Dr. Martorana. “We have ambitious goals around reducing preventable events and engaging members in preventive care.”



## Join a Provider Focus Group

In an effort to serve you more effectively and efficiently, we are seeking providers to be a part of our Provider Focus Groups. As a focus group member, you’ll be able to weigh in on Sunshine Health processes, tell us what we are doing well and tell us how we can better serve you and our members. We are looking for Long Term Care providers, as well as Medicaid and Child Welfare providers. To sign up or learn more, email [SunCommunications@centene.com](mailto:SunCommunications@centene.com).



## ALL PRODUCTS

# CoverMyMeds® Streamlines Prior Authorization Process



Sunshine Health is streamlining the prior authorization (PA) process for providers and pharmacists by offering CoverMyMeds for online electronic prior authorization requests.

To use CoverMyMeds:

1. Go to covermymeds.com and register for a free account, or log in with an existing account.
2. Click New Request, enter the drug name and the BIN, PCN and Rx Group from the patient's insurance card for the best results. If unavailable, enter the patient's plan or pharmacy benefit manager (PBM). Select the appropriate form and click Start Request.
3. Enter all demographic fields marked with a "Required" flag and click Send to Plan. Complete the returned list of patient-specific, clinical questions and click Send to Plan again to complete the request.
4. Once the request has been reviewed, the determination will appear in your CoverMyMeds account.

Questions? Call CoverMyMeds at 1-866-452-5017, Monday through Friday, 8 a.m. to 11 p.m. or Saturday from 8 a.m. to 6 p.m., or visit [www.covermymeds.com/epa/envolverx](http://www.covermymeds.com/epa/envolverx).



## MEDICAID

# Consider Alternatives to Dyavel XR



Effective July 1, 2018, a prior authorization is required to prescribe this medication. To avoid a break in treatment of ADHD, please consider changing to a preferred medication option below, if appropriate:

Medication	Administration
<b>Methylphenidate CD capsule</b> (Generic Metadate CD)	Capsule may be opened and the contents sprinkled onto a small amount (equal to one tablespoon) of cold applesauce, ice cream or yogurt. Swallow mixture immediately without chewing. Do not crush or chew capsule contents.
<b>Methylphenidate LA capsule</b> (Generic Ritalin LA)	Capsule may be opened and the contents sprinkled onto a small amount (equal to one tablespoon) of cold applesauce, ice cream or yogurt. Swallow mixture immediately without chewing. Do not crush or chew capsule contents.
<b>Methylphenidate Chews</b> (NOTE: Immediate-release formulation)	Administer each dose 30 to 45 minutes before a meal. Ensure last daily dose is administered before 6 p.m. if difficulty sleeping occurs. Administer chewable tablet with at least 8 ounces of water or other fluid.



## MEDICAID

# Vaccines for Children (VFC) Program Mandatory for PCPs

Primary Care Providers (PCPs) participating in our Medicaid program must participate in the VFC Program. The VFC Program provides vaccines at no charge to physicians and eliminates the need to refer children to the County Health Departments (CHD). If a PCP does not routinely administer immunizations as part of his/her practice, the PCP may refer the child to the CHD, but must maintain a current record of the child's immunization status. PCPs are required to register with Florida's State Health Online Tracking System (SHOTS). Note that Title XXI MediKids enrollees do not qualify for the VFC Program. Providers should bill Medicaid Fee-for-Service directly for vaccines administered to Title XXI MediKids enrollees.

Since immunizations are a required component of CHCUP screening services, an assessment of a child's immunization status should be made at each screening, and immunizations should be administered as appropriate. If a child is due for an immunization, it must be administered at the time of the screening. However, if illness precludes immunization, the reason for delay should be documented in the child's record and an appointment should be scheduled for the child to return for immunization.

Immunization of children should be provided according to the guidelines recommended by the Florida Agency for Health Care Administration (AHCA), the Centers for Disease Control (CDC), the Advisory Committee on Immunization Practices (ACIP), the American Academy of Family Physicians (AAFP), the American Academy of Pediatrics, and Florida State Law.



## All members covered for flu shots

Sunshine Health covers the influenza vaccine and administrative fees for all members. Members 6 months and older, particularly those with a chronic condition, are encouraged to get vaccinated every year. Vaccines are administered at the members' primary care provider offices. Adults can also use a CVS or another local participating pharmacy.

Medicaid members under 18 should use the Vaccines for Children (VFC) program. For adults 18 and older, the influenza vaccine is covered as an enhanced benefit.

For more information, and a list of participating pharmacies, call us at 1-866-796-0530.



## ALLWELL

# Be Aware of Opioid Potentiators

We are committed to helping combat the opioid crisis. The table below depicts opioid potentiators highlighted by CMS. While this is not a comprehensive list of drugs that enhance the opiate effect when used in conjunction with opioids, it is important to consider these medication classes when prescribing.



Drug Class	Medication	Important Points
<b>Benzodiazepines</b>	alprazolam, clonazepam, diazepam, lorazepam	Both opioids and BZDs sedate users, suppress breathing and impair cognitive function.
<b>Muscle relaxants</b>	tizanidine, cyclobenzaprine, baclofen, carisoprodol*	*The combination of carisoprodol, BZDs and opioids results in a heroin-like high.
<b>Barbiturates</b>	Phenobarbital	
<b>BZD-like hypnotics</b>	zolpidem, zaleplon, eszopiclone	
<b>Gabapentinoids</b>	gabapentin, pregabalin	
<b>Antihistamines</b>	promethazine	
<b>Antipsychotics</b>	quetiapine	
<b>HIV Drugs</b>	ritonavir, atazanavir, indinavir, cobicistat	<ul style="list-style-type: none"> <li>CYP450 inhibition → increase in serum opioid concentration</li> <li>Ultimately results in strong CNS depression.</li> </ul>
<b>Antifungals</b>	itraconazole, ketoconazole, posaconazole	
<b>Antibiotics</b>	clarithromycin	
<b>Stimulants</b>	dextroamphetamine, methylphenidate	<ul style="list-style-type: none"> <li>Extremely high abuse potential.</li> <li>Used in combination to combat fatigue and sedation caused by high daily doses of opioids or to increase the analgesic effect.</li> </ul>



## ALL PRODUCTS

# Practice Guidelines

Sunshine Health's preventive and clinical practice guidelines are available on [SunshineHealth.com](http://SunshineHealth.com) for Providers under "QI Program," or call 1-866-796-0530 to request a paper copy. Practice guidelines are available for chronic conditions such as asthma, diabetes, COPD and behavioral health conditions. Sunshine Health's team of nurses, known as the Clinical Compliance and Outcomes (CCO) team, is available to support practitioners at their offices. Our clinical nurses are available to your clinical staff to provide education on evidence-based treatment modalities and offer solutions for difficult-to-treat patients. Our CCO team supports providers with improving HEDIS measures such as controlling blood pressure, screening and prevention activities, and managing chronic conditions. Our CCO team can work with your staff to engage patients in participating in their own healthcare management. To learn more, email [SunCommunications@centene.com](mailto:SunCommunications@centene.com)



## MEDICAID, LONG TERM CARE

# HHAeXchange Portal Increases Efficiency, Helps Meet EVV Mandate

In an effort to increase efficiency and meet the new Electronic Visit Verification (EVV) mandate, we are partnering with HHAeXchange for our payer services. As part of Florida's Statewide Medicaid Managed Care (SMMC) program, providers will be required to submit confirmed visits and bill directly to us through the free HHAeXchange portal.

The portal allows you to:

- Receive patient demographics and authorizations electronically in real-time from multiple managed care organizations (MCOs).
- Have real-time, two-way messaging with multiple MCOs.
- Bill multiple MCOs for confirmed visits.
- Eliminate denials with pre-bill scrubbing.
- Manage schedules online in real-time.
- Electronically track time and attendance through free EVV.
- Interface with your agency management system/EVV system (Open Model).
- Be prepared for EVV compliance when the state mandate takes effect in October 2019.

With the recent Agency for Health Care Administration (AHCA) announcement that the EVV mandate for SMMC recipients is delayed to Oct. 1, 2019, providers have the opportunity to benefit from the HHAeXchange portal as EVV is phased in.

Providers have three options for entering visits into HHAeXchange:

- Option 1: Use your existing EVV and import that data into HHAeXchange.
- Option 2: Use free EVV tools from HHAeXchange.
- Option 3: Not ready for EVV? Use the Free HHAeXchange Quick Timesheet Entry Screen.

For more information, call us at 1-866-796-0530, or go to [www.hhaexchange.com/FL-SMMC](http://www.hhaexchange.com/FL-SMMC).

Phase	Rollout Date	Region	Counties
1	Dec. 1, 2018	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
		10	Broward
		11	Miami-Dade, Monroe
2	Jan. 1, 2019	5	Pasco, Pinellas
		6	Hardee, Highlands, Hillsborough, Manatee, Polk
		7	Brevard, Orange, Osceola, Seminole
		8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
		3	Feb. 1, 2019
3	Feb. 1, 2019	2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington
		3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union
		4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia

# Attend a Town Hall

- Oct. 30**  
**Orange County**  
Bahia Shrine: 3101 E Semoran Blvd., Apopka. 9 a.m. to noon, or 1 to 4 p.m. Capacity 250.
- Nov. 1**  
**Brevard County**  
Holiday Inn Viera Conference Center: 8298 N Wickham Road, Melbourne. 9 a.m. to noon, or 1 to 4 p.m. Capacity 300.
- Nov. 6**  
**Hillsborough County**  
Renaissance: 4200 Jim Walter Blvd., Tampa. 9 a.m. to noon, or 1 to 4 p.m. Capacity 160.
- Nov. 7**  
**Pinellas County**  
Banquet Masters: 13355 49th St. N, Clearwater. 10 a.m. to 1 p.m. Capacity 150.
- Nov. 8**  
**Lee County**  
Holiday Inn Fort Myers Airport at Town Center: 9931 Interstate Commerce Drive, Fort Myers. 10 a.m. to 1 p.m. Capacity 150.
- Nov. 9**  
**Hernando County**  
Silverthorn Country Club: 4550 Golf Club Lane, Brooksville. 10 a.m. to 1 p.m. Capacity 150.
- Nov. 12**  
**Broward County**  
Urban League of Broward County: 560 NW 27th Ave., Fort Lauderdale. 9 a.m. to noon, or 1 to 4 p.m. Capacity 400.

- Nov. 13**  
**Miami-Dade County**  
Holiday Inn Miami Intl. Airport: 1111 South Royal Poinciana Blvd., Miami Springs. 9 a.m. to noon, or 1 to 4 p.m. Capacity 320.
- Nov. 15**  
**Palm Beach County**  
Holiday Inn West Palm Beach: 1301 Belvedere Road, West Palm Beach. 9 a.m. to noon, or 1 to 4 p.m. Capacity 360.
- Jan. 15**  
**Marion County**  
Hilton Ocala: 3600 SW 36th Ave., Ocala. 9 a.m. to noon or 1 to 4 p.m. Capacity 350.
- Jan. 17**  
**Duval County**  
Schultz Center: 4019 Blvd. Center Drive, Jacksonville. 9 a.m. to noon, or 1 to 4 p.m. Capacity 360.

- Jan. 23**  
**Volusia County**  
Hampton Inn Daytona Beach Speedway Airport: 1715 W International Speedway Blvd., Daytona Beach. 9 a.m. to noon, or 1 to 4 p.m. Capacity 300.
- Jan. 29**  
**Escambia County**  
Hampton Inn Pensacola Airport: 2187 Airport Blvd., Pensacola. 9 a.m. to noon, or 1 to 4 p.m. Capacity 160.
- Jan. 30**  
**Bay County**  
Holiday Inn Panama City: 2001 Martin Luther King Blvd., Panama City. 9 a.m. to noon, or 1 to 4 p.m. Capacity 160.
- Jan. 31**  
**Leon County**  
Homewood Suites: 2987 Apalachee Pkwy., Tallahassee. 9 a.m. to noon, or 1 to 4 p.m. Capacity 160.

## Secure provider portal

When creating a new account on Sunshine Health's provider portal, follow these guidelines:



1. Practice Account Manager creates an account request.
2. After Account Manager is granted access, all others can request access.
3. Account Manager reviews and approves access for others.

Through the Sunshine Health secure provider portal, you can:

- Check member eligibility
- Submit and manage claims
- Submit and view PAs
- Review and download payment history
- View member gaps in care
- Send secure messages to Sunshine Health
- Manage multiple accounts