



Resource Guide

This reference guide provides a list of the departments at Sunshine Health that may be helpful in assisting with coordination and authorization of services that a member may need. Sunshine Health has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Sunshine Health provides services in Regions A through I (Formerly 1 to 11) and also provides services for Child Welfare and Long Term Care members. For more information, contact Sunshine Health Provider Services at [1-844-477-8313](tel:1-844-477-8313) or visit SunshineHealth.com.

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* Please note Vendor changes effective February 1, 2025.



Behavioral Health Utilization Management

Support provided:

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

Phone number: [1-844-477-8313](tel:1-844-477-8313), Option 3, Select product (Option 3 for MMA, 4 for Child Welfare, and 6 for SMI), 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: [1-866-796-0530](tel: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.

Escalation contact:

Primary: BH UM Senior Manager, John McIntosh

Phone number: [1-813-342-6312](tel:1-813-342-6312)

Secondary: BH UM Manager, Lauren Guerrero

Phone number: [1-813-342-6418](tel:1-813-342-6418)

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

Phone number: [1-844-477-8313](tel:1-844-477-8313), Select the Product (Option 3 then Option 3 for MMA, 4 for Child Welfare, and 6 for SMI), 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 supports by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.



Case Management

Support provided:

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](tel:1-866-796-0530), Option 3

Child Welfare Member Services Number: [1-855-463-4100](tel:1-855-463-4100)

LTC Case Management Phone Number: [1-866-796-0530](tel:1-866-796-0530), select option 2

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

Contact after hours or weekends: [1-866-796-0530](tel:1-866-796-0530)

Escalation contacts:

Email address: Pop Health MMA CM Referral@CENTENE.COM

Primary Physical Health: Nesha Fayiz (North Region A-D)

Phone number: [1-813-286-6290](tel:1-813-286-6290)

Primary Physical Health: Christine Mincey (South Region E-I)

Phone number: [1-407-670-6104](tel:1-407-670-6104)

Secondary Physical Health: Senior Director, Suzanne Burke

Phone number: [1-386-316-8358](tel:1-386-316-8358)

Secondary Behavioral Health: Cristina Alvarez

Phone number: [1-407-212-2551](tel:1-407-212-2551)

Child Welfare Contact: Toby Pina

Phone number: [1-561-315-0760](tel:1-561-315-0760)

Secondary CW Behavioral Health: Alison Jordan

Phone number: [1-904-613-0535](tel:1-904-613-0535)

Primary SMI Contact: Laura Gannon

Phone number: [1-239-690-5769](tel:1-239-690-5769)

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Secondary SMI Contacts:

Natalye Oratokhai

Phone number: [1-904-348-5261](tel:1-904-348-5261)

Andrea Katz

Phone number: [1-561-946-7321](tel:1-561-946-7321)

Enhanced Care Coordination (ECC) Contact: Renata Trager

Phone number: [1-954-514-3389](tel:1-954-514-3389)

LTC Contact: Erica Colon (Regions A, B, C, D & F)

Phone number: [1-813-418-2301](tel:1-813-418-2301)

LTC Contact: Bridget Smith (Regions E, G, H & I)

Phone number: [1-561-583-1341](tel:1-561-583-1341)

Secondary LTC Contact: Dan Topping

Phone Number: [1-813-480-8297](tel:1-813-480-8297)

HIV/AIDS Contact: Suzanne Burke

Phone number: [1-386-316-8358](tel:1-386-316-8358)

HCBS Therapy Services (Equine, Pet, Music, and Art)

Support Provided:

Provider coordination of Equine, Pet, Music and Art Therapy services. Authorizations are handled by the Health Plan, but services are fulfilled through Medical Transportation Management (MTM)

Medical Transport Management (MTM)

Phone Number: [1-866-848-9428](tel:1-866-848-9428)

Email: general.hcbs.l3@mtm-inc.net

Hours of operation during non-holidays: 8 a.m. - 5p.m. Eastern

Contact after-hours or weekends: Please reach out by email and someone will respond the next business day.

Special instructions for after-hours or weekends: Please reach out by email and someone will respond the next business day.

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Escalation contact:

Primary: Amanda Davis amsdavis@mtm-inc.net or

Chris Jenkins chjenkins@mtm-inc.net

Phone number: [1-630-251-2441](tel:1-630-251-2441)

Optum

In-home support for women with high-risk pregnancies, such as programs for gestational/pregestational diabetes, hypertension, preeclampsia and preterm labor

Phone number: Send a prescription to Optum by fax at 1-866-252-4293 or 1-866-731-9011

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

Contact after hours or weekends: [1-800-950-3963](tel:1-800-950-3963)

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: [1-844-477-8313](tel: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

Contact after hours or weekends: 24 Hour Nurse Advice Line at [1-866-799-0530](tel:1-866-799-0530), Option 1

Escalation contacts:

Primary: Christa Chestnut

Phone number: [1-904-903-6333](tel:1-904-903-6333)

Secondary: Valencia Norton

Phone number: [1-813-284-1383](tel:1-813-284-1383)



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: [1-866-399-0928](tel:1-866-399-0928)

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

Contact after hours or weekends: [1-866-399-0928](tel:1-866-399-0928)

Special instructions for after hours or weekends: 24 hours of operation during holidays and non-holidays.

Escalation contact:

Primary: VP, Pharmacy Operation, Moses Allen

Phone number: [1-954-766-5483](tel:1-954-766-5483)

Secondary: Director, Pharmacy, Licet Martell

Phone number: [1-954-684-9147](tel:1-954-684-9147)

Subcontracted Utilization Management Services

Support provided and description of each service:

Access Behavioral Health (ABH) for Behavioral Health, Coastal Care Services for home health/DME, Envolve Benefit Options (EBO) for Vision, Centene Pharmacy Solutions (CPS) for Pharmacy, Sunshine Health for outpatient therapies, Evolent for Musculoskeletal, Outpatient Radiology, Oncology Services, and Evolent for Interventional Cardiology and ENT Surgical Procedures

Access Behavioral Health (ABH)

Support provided:

Behavioral Health Services, In-Lieu services, Inpatient and Outpatient services –provided **in the following counties only: Escambia, Okaloosa, Santa Rosa and Walton.**

For the following products: Medicaid, Child Welfare Specialty Plan, Long Term Care and Serious Mental Illness

Exclusions: Services in all other counties will be managed by the Health Plan

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Phone number: [1-866-477-6725](tel: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](tel:1-866-477-6725)

Escalation contact: Brent Patton

Phone: [1-850-495-2316](tel:1-850-495-2316)

Email: brent.patton@lifeviewgroup.org

Coastal Care Services

Support provided:

Process hospital discharge orders for Medicaid (MMA), Child Welfare Specialty Plan and 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.

Phone number: [1-855-481-0505](tel:1-855-481-0505)

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

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

Contact after-hours or weekends: [1-855-481-0505](tel: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 contacts:

Primary: Evelina Tutino, Director of Operations

Phone number: [1-786-879-8913](tel:1-786-879-8913)

Email: etutino@ccsi.care



Secondary: Ysel Garcia, Senior VP

Phone number: [1-305-970-2048](tel:1-305-970-2048)

Email: ygarcia@ccsi.care

ENT Services (Effective February 1, 2025)

Effective February 1, 2025, Sunshine Health now administers ENT services for Medicaid, Child Welfare and Serious Mental Illness members. These services were previously provided by TurningPoint.

Involve Benefit Options (EBO) for Vision

Support provided:

Vision services (Optometry and Ophthalmology) for Medicaid, Child Welfare Specialty Plan and Serious Mental Illness

Phone number:

Provider Relations: [1-800-531-2818](tel:1-800-531-2818)

Customer Services: [1-833-705-1354](tel:1-833-705-1354)

Provider Web Portal: www.envolvevision.com

Evolut

Support provided: Oncology, Outpatient Radiology, Cardiac Imaging, Cardiology & Musculoskeletal

*** Effective February 1, 2025, Evolut will provide cardiology services for MMA, CW, SMI, and HIV/AIDS members for ages 21 and older. These services were previously managed by TurningPoint for MMA, CW, and SMI. Sunshine Health will directly manage cardiology services for MMA, CW, SMI, and HIV/AIDS for ages 20 years and younger.**

For Outpatient Radiology, Cardiac Imaging, & Musculoskeletal

Phone number: [1-866-214-2569](tel:1-866-214-2569)

Web Portal: www.RadMD.com

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

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

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](tel:1-866-214-2569) Monday to Friday from 8 a.m. to 8 p.m. Eastern.

For Oncology & Cardiology services

Phone number: [1-888-999-7713](tel:1-888-999-7713)

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

Hours of operation during non-holidays: Monday to Friday 5 a.m. to 5 p.m. Pacific; Saturday 5 a.m. to 5p.m. Pacific; and Sunday 5 a.m. to 2 p.m. Pacific

Contact after-hours or weekends: [1-888-999-7713](tel:1-888-999-7713)

Escalations: [1-888-999-7713](tel:1-888-999-7713) and request to speak to a supervisor

- Auth Assist Contact during weekends: authassist@evolent.com (Health Plans only)

Therapy Services (Effective January 1, 2025)

Effective January 1, 2025, Sunshine Health now manages all OT, PT, and ST services for Medicaid, Child Welfare and Serious Mental Illness members.



Transportation (MMA, CW, SMI, HIV/AIDS, LTC, and LTC Comprehensive)

Support provided:

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

Alivi

Phone number: [1-844-352-0140](tel:1-844-352-0140) (MMA), [1-844-352-1453](tel:1-844-352-1453) (CW), [1-844-352-1876](tel:1-844-352-1876) (SMI), [1-833-203-0041](tel:1-833-203-0041) (HIV/AIDS), [1-888-219-8838](tel:1-888-219-8838) (LTC & LTC COMP)

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 5 p.m. Eastern. Facility discharges are handled 24 hours, 7 days a week.

Contact after hours or weekends: [1-844-352-0140](tel:1-844-352-0140) (MA), [1-844-352-1453](tel:1-844-352-1453) (CW), [1-844-352-1876](tel:1-844-352-1876) (SMI), [1-833-203-0041](tel:1-833-203-0041) (HIV/AIDS), [1-888-219-8838](tel:1-888-219-8838) (LTC & LTC COMP)

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

Escalation contacts:

Primary:

Jacqueline Cardoso

Phone number: [1-954-629-8626](tel:1-954-629-8626)

Secondary:

Virginia Miller

Phone number: [1-727-277-8522](tel:1-727-277-8522)

John Prisco:

Phone number: [1-352-678-9921](tel:1-352-678-9921)

Nelsa Costa

Phone number: [1-305-772-4947](tel:1-305-772-4947)

Tertiary:

Wilson Ostojic

Phone number: [1-801-230-1201](tel:1-801-230-1201)



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. Auth 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 home healthcare and DME requests (excluding LTC).

- Phone number: [1-855-481-0505](tel:1-855-481-0505)
- Fax: 1-855-481-0606

Phone number: [1-844-477-8313](tel: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.

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](tel: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 Contacts:

Inpatient and Post Discharge Care:

Primary: Adrienne Cohen

Phone number: [1-954-618-8657](tel:1-954-618-8657)

Secondary:

John Williams

Phone number: [1-813-217-3194](tel:1-813-217-3194)

Marcia Hager

Phone number: [1-859-310-2173](tel:1-859-310-2173)

Pat Bryant

Phone number: [1-813-362-7927](tel:1-813-362-7927)

For post-acute needs: Angela Paider

Phone number: [1-813-342-6398](tel:1-813-342-6398)

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Escalation Contact for Outpatient Services:

Primary: Ivana Soldo

Phone Number: [1-727-678-3537](tel:1-727-678-3537)

Outpatient and Discharge Planning HH/DME Services:

Primary: Frances Reyes

Phone number: [1-813-342-6337](tel:1-813-342-6337)

Outpatient Medical Services:

Primary: Ina Small

Phone number: [1-954-815-1725](tel:1-954-815-1725)

Outpatient Rehab Services:

Primary: Quionda Duke

Phone Number: [1-980-985-8695](tel:1-980-985-8695)

Escalation contacts for LTC-specific Ancillary Services

Primary: Dan Topping

Phone number: [1-813-480-8297](tel:1-813-480-8297)

Secondary: Jane Weigl

Phone number: [1-813-393-0592](tel:1-813-393-0592)

Community Resources

[Sunshine Health Connects](#) helps members and caregivers in need connect with local programs and supports. 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.

[Sunshine Health Works](#) is our workforce development program to fill critical labor gap needs in healthcare, especially home and community-based services. It's also a way for us to help our members enter the healthcare field by getting training and certifications in high-demand fields. We partner with state and community colleges, healthcare providers and community-based organizations to offer scholarships and training.

[Hope Florida](#) is the State of Florida's connection point for community collaboration between the public and private sector, faith-based communities and nonprofits. Sunshine Health participates with the State's Hope Florida program through Pathways to Prosperity and Pathways to Purpose programs:



- Through Sunshine Health’s Pathways to Prosperity screening, we listen to our members’ needs and connect them with community resources and Sunshine Health programs and benefits.
- Sunshine Health’s Pathways to Purpose program connects our Seniors and Caregivers with community resources to assist with immediate needs.
- Sunshine Health’s Pathways to Purpose program matches our members and caregivers seeking to volunteer with volunteer opportunities in Florida, serving not only our members but our neighbors.
- Referrals are made to HOPE Florida, CarePortal, and our own internal programs such as Sunshine Health Works.

24-Hour Nurse Advice Line

The 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](tel:1-866-799-5321) and follow prompts for Nurse Advice Line, Option 2 after hours

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

Other

OUD/SUD Vendors

Strongwell: iAmStrongWell.com

Bravehealth: 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](#)

[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/Postpartum 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](#)

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](tel:1-844-477-8313).

Sunshine Health Provider Directories & Administrative Guides

[MMA Provider Directories](#)

[LTC Provider Directories](#)

[CW Provider Directories](#)

[Provider Manual \(PDF\)](#)