



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 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 or visit SunshineHealth.com.

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Behavioral Health Utilization Management

Support provided:

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

Phone number: 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

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

Secondary: Director, Clinical Operations, Roza Sargsyan
Phone number: 1-813-206-7044

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

Phone number: 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, Option 3

Child Welfare Member Services Number: 1-855-463-4100

LTC Case Management Phone Number: 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

Escalation contacts:

Primary: Nesha Fayiz (North Region 1-6)

Phone number: 1-813-286-6290

Primary: Christine Mincey (South Region 7-11)

Phone number: 1-407-670-6104

Secondary Physical Health: Director, Christa Chestnut

Phone number: 1-904-903-6333

Secondary Behavioral Health: Cristina Alvarez

Phone number: 1-407-212-2551

Child Welfare Contact: Toby Pina

Phone number: 1-561-315-0760

Secondary CW Behavioral Health: Alison Jordan

Phone number: 1-904-613-0535

Primary SMI Contact: Laura Gannon

Phone number: 1-813-455-1116



Secondary SMI Contacts:

Natalye Oratokhai

Phone number: 1-904-348-5261

Andrea Katz

Phone number: 1-561-946-7321

Enhanced Care Coordination (ECC) Contact: Renata Trager

Phone number: 1-954-514-3389

LTC Contact: Erica Colon (Regions 1, 2, 3, 4, 5, 6 & 8)

Phone number: 1-813-418-2301

LTC Contact: Bridget Smith (Regions 7, 9, 10 & 11)

Phone number: 1-561-583-1341

Secondary LTC Contact: Donna Melogy

Phone Number 1-904-200-9606

Optum

In-home support for women with high-risk pregnancies, such as programs for gestational/pre-gestational 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



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 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, Option 1

Escalation contacts:

Primary: Christa Chestnut

Phone number: 1-904-903-6333

Secondary: Valencia Norton

Phone number: 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

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

Contact after hours or weekends: 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

Secondary: Director, Pharmacy, Licet Martell

Phone number: 1-954-684-9147

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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, Health Network One (HN1) for outpatient therapies, Evolent for Musculoskeletal, Outpatient Radiology, Oncology Services, and TurningPoint for Interventional Cardiology and ENT Surgical Procedures

Access Behavioral Health (ABH)

Support provided:

Behavioral Health Services, In-Lieu services, Inpatient and Outpatient services – Region 1 only for Medicaid, Child Welfare Specialty Plan, Long Term Care and Serious Mental Illness

Exclusions: Regions 2-11 will be managed by the Health Plan

Phone number: 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

Escalation contact: Brent Patton

Phone: 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.

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Phone number: 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

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

Email: etutino@ccsi.care

Secondary: Ysel Garcia, Senior VP

Phone number: 1-305-970-2048

Email: ygarcia@ccsi.care

Engage 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

Customer Services: 1-833-705-1354

Provider Web Portal: www.envolvevision.com



Evolut

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

For Outpatient Radiology, Cardiac Imaging & Musculoskeletal

Phone number: 1-866-214-2569

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

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

For Oncology services

Phone number: 1-888-999-7713

Hours of operation during non-holidays: Monday to Friday 5 a.m. to 5 p.m. Pacific; Saturday 5 a.m. to 6 p.m. Pacific; and Sunday 6 a.m. to 3 p.m. Pacific

Contact after hours or weekends: 1-888-999-7713

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

Special instructions for after hours or weekends: intakesupervisors@evolent.com

Phone Number: 1-888-999-7713, ext. 1057

For Auth Assist Contact weekends: authassist@evolent.com (Plans only)

1-888-999-7713, ext. 1055

Escalation contact:

Primary: intakesupervisors@evolent.com

Phone number: 1-888-999-1173, ext. 1057



Health Network One (HN1)

Support provided:

Outpatient therapies for OT, PT, and ST for Medicaid, Child Welfare and Serious Mental Illness Specialty plan members that are 3 years and above

Exclusion: Ages 0-2, Outpatient Hospital, PPEC, and EIS will be managed by the Health Plan.

Phone number: 1-888-550-8800

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

Contact after hours or weekends: 1-888-550-8800

Special instructions for after hours or weekends: Follow the HN1 message instructions to be connected to the on-call UM supervisor.

Escalation contact:

Primary: Terri Epp

Email: EppT@healthnetworkone.com

Turning Point

Support provided:

Interventional Cardiology and ENT Surgical Procedures

Phone number: 1-561-418-3256

Fax number: 1-954-622-8034

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

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

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 contact:

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



Primary: Jennifer Bunch

Phone number: 1-407-250-7117

Email: jbunch@tpshealth.com

Secondary: Lisa Janyska

Phone number: 1-443-386-6277

Email: ljanyska@tpshealth.com

Utilization Management & Precertification:

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

Health Plan UM Shared Email: centeneum@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

Transportation for MMA, CW, and SMI

Support provided:

Non-emergency transportation services.

ModivCare

Phone number: 1-866-252-1566

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 at this same number.

Contact after hours or weekends: 1-877-659-8420

Escalation contacts:

Primary:

- Alexandria Wells (Monday to Thursday) 8 p.m. to 7 a.m. Eastern
Phone number: 1-678-724-4733
- Jalencia Young (Saturday to Sunday) 8 a.m. to 5 p.m. Eastern
Phone number: 1-678-724-4736

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Secondary:

- London Carrol (Monday to Friday) 4 a.m. to 12 p.m. Eastern
Phone number: 1-678-632-7326
- Marie Gerard (Monday to Thursday) 6 a.m. to 4 p.m. Eastern
Phone number 1-678-632-7336
- Rosa Diaz (Saturday to Sunday) 5 p.m. to 1 a.m. Eastern
Email: Rosa.diaz@modivcare.com
- Keair Bussell (Saturday to Sunday) 6 a.m. to 2 p.m. Eastern
Email: Keair.bussell@modivcare.com

Tertiary: Contact Center Manager:

- Chantel Whisby (Monday to Friday) 1 p.m. to 10 p.m. Eastern
Phone number: 1-678-724-4734

Transportation for LTC and LTC Comprehensive

Support provided:

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

Alivi

Phone number: 1-888-863-0248

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: 1-888-863-0248

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

Secondary:

Virginia Miller

Phone number: 1-727-277-8522

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Nelsa Costa

Phone number: 1-305-772-4947

Tertiary:

Wilson Ostojic

Phone number: 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
- Fax: 1-855-481-0606

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.

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

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



Secondary:

John Williams

Phone number: 1-813-217-3194

Marcia Hager

Phone number: 859-310-2173

Pat Bryant

Phone number: 813-362-7927

For post-acute needs:

Angela Paider

Phone number: 1-813-342-6398

Escalation Contact for Outpatient Services:

Primary: Ivana Soldo

Phone Number: 1-727-678-3537

Outpatient and Discharge Planning HH/DME Services:

Primary: Frances Reyes

Phone number: 1-813-342-6337

Outpatient Medical Services:

Primary: Ina Small

Phone number: 1-954-815-1725

Outpatient Rehab Services:

Primary: Quionda Duke

Phone Number: 1-980-985-8695

Escalation contacts for LTC-specific Ancillary Services

Primary: Dan Topping

Phone number: 1-813-480-8297

Secondary: Jane Weigl

Phone number: 1-813-393-0592

1-844-477-8313

Provider Services

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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.

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 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

OOD/SUD Vendors

Strongwell: iAmStrongWell.com

Bravehealth: bebravehealth.com

OOD/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](#)

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[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.

Sunshine Health Provider Directory & Administrative Guides

[MMA Provider Directories](#)

[LTC Provider Directories](#)

[CW Provider Directories](#)

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

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