



Need help?

We have dedicated Provider Relations Representatives located in offices across Florida.

[Find your representative.](#)



Quick Links



PRE AUTH CHECK



SUBMIT CLAIM/CHECK CLAIM STATUS



TRAINING



BECOME A PROVIDER

Provider Newsletter: Q1 2022 Highlights

Provider Landing Page Updates

- We have made updates to our [For Providers](#) web page to make it easier for you to find critical information.
- Need help? The [Find Your Provider Relations Representative](#) link is at the top of the landing page.
- It's now easier to [Contact Us](#) via the Provider Services Call Center and [Secure Provider Portal](#).
- Easy-to-find link to [Standards for Appointment Scheduling \(PDF\)](#).
- Review and bookmark [Provider News](#) to stay up-to-date on all provider notices.

Provider News

April

BIRTH OUTCOMES PROVIDER INCENTIVE PROGRAM
04/18/22
Fort Lauderdale, Florida

The program's two incentives are tied to Notification of Pregnancy forms and hydroprogesterone caproate injections.

IMPORTANT UPDATE TO ELECTRONIC VISIT VERIFICATION (EVV) SYSTEM
04/15/22

We will no longer allow the direct bill option to the health plan for EVV services for dates of service starting May 1, 2022.

PHYSICAL THERAPY, OCCUPATIONAL THERAPY, AND SPEECH THERAPY UPDATE
04/15/22
Fort Lauderdale, Florida

Members 3-years old and younger do not require authorization for physical therapy (PT), occupational therapy (OT) or speech therapy (ST).

PLEASE JOIN OUR UPCOMING PROVIDER TOWN HALL SESSIONS
04/11/22
Fort Lauderdale, Florida

The webinars will cover a variety of post-integration updates to better assist you in navigating our processes.

MARCH FOR BABIES BROWARD COUNTY PRESENTED BY SUNSHINE HEALTH
04/05/22
Fort Lauderdale, Florida

Thousands excited to get back to in person fundraiser.

NEW FOR 2022 COMMUNITY SUCCESS CO-STARS INCENTIVE PROGRAM
04/04/22
Fort Lauderdale, Florida

Please review the details to learn about the program.

NEW COORDINATION OF BENEFITS CLAIMS REVIEW EFFECTIVE MAY 1, 2022, FOR AMBETTER (MARKETPLACE)
04/01/22
Fort Lauderdale, Florida

Sunshine Health will be using Cotiviti to complete Coordination of Benefits claims review for Marketplace members.

Provider Services Call Center

Do you need more information or have a question? Call Provider Services at 1-844-477-8313 Monday through Friday from 8 a.m. to 8 p.m. Eastern or submit a request form.

[Contact Us](#)

Secure Provider Portal

If you are a contracted Sunshine Health provider, you can register now. If you are a non-contracted provider, you will be able to register after you submit your first claim.

Once you have created an account, you can use the Secure Provider Portal to:

- Verify member eligibility
- Manage claims
- Manage authorizations
- View patient list
- Login/Register

[Login](#)

Standards for Appointment Scheduling

We want to ensure appointments for medical services and behavioral health services are available to our members on a timely basis. See the Appointment Availability standards for Medicaid, Children's Medical Services Health Plan, Ambetter (Marketplace) and Wellcare (Medicare). Please ensure these standards are implemented accordingly within your practice.

[Standards \(PDF\)](#)



Improving the Health of our Community — Together

Town Hall

Join us for an upcoming Town Hall for numerous specialties. The webinars will cover a variety of post-integration updates to better assist you in navigating our processes. Please [register in advance](#)—space is limited.

- Integration updates for each product and provider specialty
- Meet and Greet your Provider Relations Rep
- Q&A with Subject Matter Experts and Department Leaders

Reminders for Billing Telehealth Services

We want to share [important information about billing telehealth services](#) for Medicare, Medicaid, including Children’s Medical Services (CMS) Health Plan, Serious Mental Illness (SMI) Specialty Plan and Child Welfare (CW) Specialty Plan.

New Billing and Claims Web Page

We’re excited to tell you about new information that’s now available to you on our [Billing and Claims](#) web page. You will now be able to review Quick Reference Guides, which contain details surrounding various topics, including, but not limited to, eligibility, authorizations, billing, claims and additional resources.

- The Quick Reference Guides include targeted claims and authorization instructions per provider type.



View the latest information on the [vendors](#) that Sunshine Health has contracted with for services.





Improving the Health of our Community — Together

Prepayment Claims Review Program

Sunshine Health is conducting this pre-payment, routine claim review for **Marketplace (Ambetter)** and **Medicare (Allwell)** members to confirm the billing accuracy/appropriateness of the claims submitted. Review the comprehensive [Frequently Asked Questions \(FAQ\)](#) for more information.

Policy Changes

Sunshine Health periodically reviews and updates our policies and procedures for utilization management and claims payment. This helps provide the highest quality treatment and encourages appropriate utilization of resources.

The changes outlined below will reduce the administrative burden on you and your office, making it easier for you to work with Sunshine Health.

Effective Jan. 1, 2022, Sunshine Health revised the below policies for Medicaid, Marketplace (Ambetter), and Medicare (Wellcare by Allwell) lines of business:

- [Ultrasound in Pregnancy \(PDF\)](#)
- [Physician's Office Lab Testing \(PDF\)](#)
- [Allergy Testing and Therapy \(PDF\)](#)
- [Evoked Potentials \(PDF\)](#)
- [Measurement of Serum 1,25-dihydroxyvitamin D \(PDF\)](#) - Medicaid & Marketplace only
- [Paclitaxel Protein Bound \(PDF\)](#) - Medicare & Marketplace only



Resource Guides

- [The Sunshine Health Medicaid Resource Guide \(PDF\)](#) 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.
- [The Children's Medical Services Health Plan Resource Guide \(PDF\)](#) provides a list of the departments at Children's Medical Services Health Plan that may be helpful in assisting with coordination and authorization of services that a member may need.



Improving the Health of our Community — Together

Submitting Additions, Updates and Terminations

As part of our October 2021 integration with Staywell Health Plan and Children's Medical Services Health Plan, we would like to remind all providers of Sunshine Health's processes when submitting additions, updates and terminations. Please [review the details](#) and share this helpful information with other members of your group or practice.

Medical License Required for Claims Payment

We want to let you know that Sunshine Health and Children's Medical Services Health Plan routinely monitors practitioners' medical licenses to make sure licenses are active. Licenses must be active for claims to be paid.

To prevent claims from being denied, please review and [follow this information](#).

Revisions to our Community Success Co-Stars incentive program for Long Term Care

- From Oct. 1, through Sept. 30, Assisted Living Facility providers will receive \$200 per month for each member that remains in the ALF for a minimum of 16 days each month post nursing home transition.
- Incentive payments will be made in January, April, July and October.
- Read the [Frequently Asked Questions](#) on the program.



Provider News

You can stay up to date on any provider notices for all Sunshine Health business lines by reviewing and bookmarking [Provider News](#).

