



Provider Newsletter: Q2 2023 Highlights

Keep Learning Thanks to Sunshine Health's Training Webinars

Sunshine Health offers a wealth of resources to train providers and their staff in our latest policies, procedures and programs without having to leave your office. From Provider Orientation sessions to regular Town Hall meetings, we have everything you need to work efficiently with us and deliver the best healthcare to your patients, our members.

Visit [Provider Training](#) to view the full list of training sessions, register for upcoming webinars and view recordings of past sessions.

Provider Webinars

Sessions are held every month starting at 12 p.m. Eastern. Click on the subject to register.

- [New Provider Orientation](#)
- [Secure Provider Portal Training](#)
- [Assisted Living Facilities \(ALF\) Training](#)
- [Telemedicine Training](#).

Ambetter Provider Orientation

- [Register](#) to learn more about Ambetter's expanded Marketplace insurance offerings. Monthly sessions start at 12 p.m. Eastern.

Cultural Competency Training

- Our free Cultural Competency program can help providers better understand their patients. To register visit the [Relias](#) learning management system and use this login:
 - Your Tax ID Number (TIN; numbers only no dashes)
 - Password: Password1 (Case sensitive)

More information to share with your patients

- They should receive a letter with a **yellow stripe** from the Department of Children and Families (DCF) 45 days before their redetermination date.
- They can also expect emails and text messages — including a final reminder 10 days before their coverage ends — if they don't recertify.
- They can update their contact information, upload documents and check their redetermination date with [DCF](#).
- If their eligibility is confirmed, they can continue their existing coverage.
- If they are no longer eligible for Medicaid, they can explore [our Marketplace options](#).
- Dual members who no longer qualify for Medicaid but are still eligible for Medicare can view [our Wellcare Medicare plan options](#).

REDETERMINATION

Help Patients Keep Their Health Coverage

The end of the COVID-19 Public Health Emergency means many Medicaid enrollees have lost or will lose their coverage. But providers can help them keep their coverage.

There are 2 important things providers can do to help their patients keep their health coverage:

1. Remind them that they may be required to verify their eligibility to keep their Medicaid coverage.
2. If they're not eligible, let them know they still have coverage options.

Sunshine Health can help educate providers about this process. If you have questions about redetermination, visit [SunshineHealth.com](#) or call Provider Services at [1-844-477-8313](#), Monday through Friday 8 a.m. to 8 p.m. Eastern.





Improving the Health of our Community — Together

Gaps in Care: Check Out Sunshine Health HEDIS Guides



Sunshine Health offers an important resource to help providers better understand Healthcare Effectiveness Data and Information Set (HEDIS) measurements. HEDIS is what the National Committee for Quality Assurance (NCQA) uses to hold Sunshine Health accountable for delivering quality, timely healthcare services to its diverse membership.

Visit [Gaps In Care](#) to find HEDIS trainings and these downloadable guides:

- [Behavioral Health \(PDF\)](#)
- [Diabetes Care \(PDF\)](#)
- [Pediatric Measures \(PDF\)](#)
- [Women's Health Measures \(PDF\)](#)

In September, Sunshine Health has scheduled HEDIS 101 training webinars separated by products. All sessions start at 11 a.m. Eastern.

- [September 13](#): Medicaid: MMA, Child Welfare Specialty Plan (CWSP), Serious Mental Illness (SMI), Children's Medical Services (CMS) Health Plan and Long Term Care (LTC)
- [September 14](#): Wellcare (Medicare)
- [September 28](#): Ambetter (Marketplace)



Maternity Benefits and Supports for Members

Sunshine Health has many ways to support the health and safety of new mothers and babies. [Maternity Benefits and Member Supports](#) explains to providers the standard benefits, expanded maternal/child benefits and rewards available to your patients, our members. Mental health and substance use special programs are also available.

Visit [Maternity Benefits and Member Supports](#) to find this information and more.

This resource also explains the Healthy Rewards incentives that members can receive for taking steps to improve their health such as filling out a Notification of Pregnancy form, bringing their children in for Annual Well Child Visits or to get their immunizations.

Applied Behavior Analysis (ABA) Flexibilities



During the COVID-19 pandemic, Florida Medicaid provided guidance on telemedicine and continuation of authorization flexibilities for Applied Behavior Analysis (ABA) providers to ensure Medicaid recipients continued to receive services.

The Agency for Health Care Administration (AHCA) issued [new guidance](#) ending those flexibilities as of May 11, 2023. [Learn more about how that affects Behavioral Health providers and the services they offer.](#) For more information about these changes, call the Florida Medicaid Helpline at [1-877-254-1055](tel:1-877-254-1055).



Telemedicine Survey

Sunshine Health is asking providers to take a survey about telemedicine services to help us address barriers to providing telehealth care and improve member access. [Take the telemedicine survey.](#)

Sunshine Health also offers [telemedicine training webinars](#).

All sessions start at 12 p.m. Eastern:

- August 23
- September 27
- October 25
- November 22
- December 27

DSNP Billing for Medicaid-Covered Services

- ✓ To ensure your claim is routed appropriately for DSNP members, start by verifying member eligibility in the FLMMIS, Florida Medicaid Managed Information System.

If you see “Sunshine State Health Plan” listed under Managed Care with the plan name as “Dual-Special Needs Plan,” that means a member has Wellcare Medicare DSNP. Claims and prior authorization requests for Medicare/Medicaid covered services should be routed to Wellcare Medicare. Billing Sunshine Health’s payer ID directly will result in a claim rejection.

When the Medicare benefit has exhausted, the claim will automatically process through for DSNP Medicaid-covered services. [Wellcare Florida Providers](#) offers information on claims submissions and prior authorizations. If you have questions, please contact your Provider Engagement Administrator or call Wellcare Provider Services at [1-855-538-0454](tel:1-855-538-0454).



Important Billing Reminder for Hospice Providers

Hospice providers need to bill days 0-60 and 61-plus on separate lines.

You can find this rule and more information about hospice services in our updated [Hospice Provider Quick Reference Guide \(PDF\)](#).

Long-Acting Injectable (LAI) Administration Sites

Long-acting injectable antipsychotics (LAIs) are a treatment option for patients with serious mental illnesses who also have trouble with medication adherence. LAIs can prevent relapses. Sunshine Health has a [map](#) with contact information of **43** pharmacies across Florida authorized to administer LAIs. Please contact the pharmacy for the specific requirements of that location.

Private Duty Nursing (PDN) and Home Health Agency (HHA) Services Authorizations

Private Duty Nursing (PDN) and Home Health Agency (HHA) providers can now request authorization for their services for up to 6 months.

This guidance applies to all Ambetter (Marketplace), Medicare (Wellcare) and all Medicaid products, including MMA, Child Welfare Specialty Plan (CWSP), Serious Mental Illness (SMI), Children's Medical Services (CMS) Health Plan and Long Term Care (LTC).

To obtain authorization for PDN and HHA services, use the [Secure Provider Portal](#) or contact your [Provider Engagement Administrator](#) (list the county of your organization's main office).

If you have questions, please call Sunshine Health Provider Services at [1-844-477-8313](tel:1-844-477-8313).



What To Tell Patients About The Gardasil HPV Vaccine

AHCA has expanded the age of Floridians eligible to receive the Gardasil vaccine to 26 years to help prevent the spread of the contagious human papillomavirus (HPV). Here's what providers should tell their patients about the HPV vaccine:

- The [Centers for Disease Control and Prevention](#) says the vaccine is safe and effective at preventing HPV-related infections and cancers.
- HPV infections and cervical precancers have dropped since the vaccine was first introduced in the United States in 2006.
- HPV infections that cause most HPV cancers and genital warts have dropped 88% among teen girls and 81% among young women.
- The percentage of cervical cancers linked to HPV infections have dropped by 40 percent among vaccinated women.

Children’s Medical Services (CMS) Health Plan Wrap Up



CMS Reminds Providers to Monitor Medication Adherence

Rx CMS reminds Behavioral Health providers to monitor their patients’ medication adherence. CMS helps monitor your patients and will flag those who have had up to two hospitalizations within the past 6 months and do not appear to be taking behavioral health medication. To optimize patient care, we ask that you evaluate these patients’ behavioral health and consider initiating therapy as needed.

Multiple Claim Submission Wizard for Therapy Services

The Multiple Claim Submission Wizard is now available for providers delivering physical therapy, occupational therapy and speech therapy to members of Children’s Medical Services (CMS) Health Plan. You can now create and submit multiple physical, occupational and speech therapy claims at once. Use this [step-by-step guide \(PDF\)](#) to learn more about the process. If you have questions, contact your [Provider Engagement Administrator](#) or call Provider Services at [1-844-477-8313](tel:1-844-477-8313), Monday through Friday from 8 a.m. to 8 p.m. Eastern.