



Q1-Q2 2021 Provider Newsletter

Finding Your Provider Relations Rep is Now Easier

Sunshine Health has a dedicated team of Provider Relations Representatives across Florida to assist you with resolving complex issues. Every provider has one. We've made it easy to find your dedicated rep. It just takes two simple clicks. Use our [Find your Dedicated Representative Tool](#) to find yours.

On [SunshineHealth.com](#)

- [Provider manuals and forms](#)
- [Training materials](#)
- [Prior Authorization tool](#)
- [Electronic transaction guide](#)
- [Child health checkup/ EPSDT information](#)
- [Clinical guidelines](#)
- [Integration](#)
- [Clinical and payment policies](#)

On [WellCare.com/Florida](#)

- [Provider manuals and forms](#)
- [Claims information](#)
- [Provider training](#)
- [Clinical guidelines](#)



Improving the Health of our Community — Together

Integration

Sunshine Health and WellCare of Florida health plans are scheduled to fully integrate our two companies in the second half of 2021. As we work toward this integration, we are committed to keeping our providers up to date on changes. For continued updates, please visit our [Integration](#) web page.

We Value Your Feedback

Provider CAHPS

Sunshine Health strives to provide quality healthcare to our members. We survey our members annually about their healthcare experiences. As our valued provider, you and your office teams are an integral part of our members' healthcare experience. Please make sure your office team knows you are accepting new Sunshine Health patients. Review the Appointment Availability standards in the [Provider Manual \(PDF\)](#).

Learn more about the [CAHPS survey](#).

Sunshine Health 2021 Provider Satisfaction Survey

We want to understand how Sunshine Health impacts your office and practice on a daily basis. Your office should have received a survey in the mail from SPH Analytics, an independent research firm helping us collect your feedback. **You may have received multiple surveys if you participate in multiple lines of business.** Please complete only one survey, either by mail or online. Your feedback will guide our improvement efforts over the next year.

Thank you for partnering with us to improve the health of individuals, families and communities.



We've added new features to our Secure Provider Portal



We've added several features to our Secure Provider Portal to enhance your experience with us by simplifying administrative tasks. New capabilities include:

- Streamlined web authorization request process
- Easy access to InterQual Connect to complete medical reviews
- Ability to submit and track adjustments and reconsiderations

Log in to the [Secure Provider Portal](#) to see the changes.



Special Open Enrollment Period for Marketplace Coverage Extended to Aug. 15

Please help us spread the word about the Special Enrollment Period for Marketplace. During this special enrollment period, people can sign up for Health Insurance Marketplace coverage or switch plans to better meet their needs. The special enrollment period ends Aug. 15.



With Ambetter from Sunshine Health, members get:

- A network of trusted in-network medical and urgent care centers
- Plan options to fit your patient's budgets and needs
- My Health Pays wellness member rewards program
- Full benefits including annual checkups, preventive care, wellness screenings, health and substance abuse, lab services, prescription drugs and more.

Special Enrollment Period: Feb. 15-Aug. 15, 2021



Healthcare that gives your patients more.

Ambetter is your trusted and local partner in care, with plans that fit your patients' budgets and coverage they can rely on.

Dear Valued Provider Partners,

As you may be aware, the federal government has reopened enrollment for the Health Insurance Marketplace to make sure Americans are covered during the COVID-19 pandemic.

This special enrollment period runs from Feb. 15 to Aug. 15, 2021. During this time, people can sign up for Health Insurance Marketplace coverage or switch plans to better meet their needs. The Centers for Medicare & Medicaid Services will be conducting a \$50 million outreach campaign to educate people about this special enrollment period and the importance of health coverage.

As always, **Ambetter from Sunshine Health** is committed to working with you to improve the health of our members, your patients. We're the local plan you can trust — with offices across the state where our employees live, work and serve.

With Ambetter, members get:

- A network of trusted providers. Plus, in-network urgent care centers, hospitals and points of care near them.
- Plan options to fit your patients' budgets and needs. Plus, they may qualify for subsidies.
- Full benefits, including annual checkups, preventive care, wellness screenings and telehealth services.
- Coverage on essential medical and wellness services, Essential Health Benefits (EHBs), such as emergency care, outpatient or ambulatory care, hospitalization, maternity and newborn care, mental health and substance abuse care, laboratory services, prescription drugs and more.
- My Health Pays®, a member rewards program that pays members for certain healthy behaviors like getting an annual wellness exam and more.
- Customer service representatives who can help with questions and concerns 8 a.m.-8 p.m. Eastern at 1-877-687-1169 (Relay Florida 1-800-955-8770).

Sincerely,
Ambetter from Sunshine Health

Please help us spread the word about this Special Enrollment Period opportunity.

See what Ambetter has to offer! Learn More!
Ambetter.SunshineHealth.com

AMB_2021

Provider Incentives



The **Continuity of Care Program (COC Program)** combines Appointment Agendas, HEDIS and Pharmacy measures into one comprehensive program. A CoC provider is eligible for bonus payments in the 2021 calendar year by updating member's health history, closing care gaps and helping members take prescribed medication. This program applies to our Medicaid, Ambetter (Marketplace) and Allwell (Medicare) members. Talk to your provider relations representative if you need more information about the program, or email SunshineProviderRelations@Sunshinehealth.com.



Don't Miss Provider Training Opportunities

Join us for our upcoming Provider Town Hall

Providers and office staff are welcome to join. The webinars cover a variety of topics.

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

Register in advance.

- [New Provider Orientation](#)
- [Provider Portal Training](#)
- [LTC Provider Training](#)
- [Child Welfare Training](#)

Visit [Provider Training](#) for a complete listing.



Prior Authorization Updates

As of April 1, 2021, non-emergent imaging procedures performed in an outpatient setting requires prior authorization through NIA. Procedures requiring authorization: CT/CTA , CCTA, MRI/MRA, PET Scan, Myocardial Perfusion Imaging, MUGA Scan, Stress Echocardiography, Echocardiography.

Submit requests to NIA online through [RadMD.com](#) or by phone at:

- Sunshine Health: 1-866-214-2569
- Staywell Health Plan: 1-866-249-1586
- Children's Medical Services Health Plan: 1-866-246-1586
- WellCare: 1-800-424-5388

Visit [Payment and Clinical Policies](#) for current policies, including those listed above.



Resources to Help Members Combat Social Isolation Caused By the Pandemic

COVID-19 has caused a dramatic shift in the day-to-day lives of your patients with an increasing number of people dealing with some form of social isolation and loneliness.

COVID-19 has disproportionately impacted populations already at high risk for social isolation: older adults, communities of color, those with low income, and those in nursing facilities and group homes. Shifts in social networks, changes in physical or mental health and loss of resources are all risk factors linked to social isolation and feelings of loneliness. Being aware of these factors can help identify patients in need of resources.

As a primary care physician, you have the ability to help patients identify the cause of their physical and mental symptoms and guide them toward the help they need.

Sunshine Health has resources and behavior health services to help your patients cope with their feelings of loneliness. Our [Sunshine Health Community Resource Database](#) connects members and caregivers in need with local programs and supports. Encouraging patients to seek out safe, meaningful social connections is one way to feel more connected in a time of so much uncertainty.

For the latest
on COVID-19 testing
and vaccine billing
guidelines, visit our
[Coronavirus
Information](#)
web page.



Check out the new vaccines web page

Our new [COVID-19 Vaccines](#) web page includes tips to help you address questions about vaccines with your patients, as well as other important articles and resources.



Sunshine Health adopts preventive and clinical practice guidelines based on the health needs of our membership and on opportunities for improvement identified as part of the Quality Improvement (QI) program.

Newly featured:

- [Asthma in Children \(PDF\)](#)
- [Aspirin Use in Pregnancy for Preeclampsia \(PDF\)](#)

These guidelines are available as resources for preventive services and management of chronic diseases to assist in developing treatment plans for members and to help them make healthcare decisions.

Sunshine Health evaluates providers' adherence to the guidelines at least annually, primarily through monitoring of relevant HEDIS measures.



Provider Resources

Visit [Provider Resources](#), where you will find:

- [Provider manuals, forms, directories](#)
- [Training materials](#)
- [Electronic transaction guide](#)
- [Child health checkup/ EPSDT information](#)
- [PaySpan Health for EFTs/ERAs](#)
- [Provider News](#)
- And more!

See the latest

versions of our
preventive and clinical
[Practice Guidelines](#).