

# Hospital Discharge Planning Resource Guide

This reference guide provides a list of departments at Sunshine Health that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Sunshine Health has also provided names of team members who may assist with any issues that have not been resolved timely and need to be escalated. Sunshine Health provides Medicaid, Long Term Care and Child Welfare services statewide (Regions 1 to 11). For more information, contact Sunshine Health's Provider Services helpline at **1-844-477-8313** or check their website at [SunshineHealth.com](http://SunshineHealth.com).

## Utilization Management

Support provided: Authorizations related to inpatient and outpatient services, including home health, IV infusion, DME and hospice.

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. ET

Contact after hours or weekends: 1-844-477-8313

Special instructions for after hours or weekends: This is the Provider Services helpline. If after-hours support is needed, inform the after-hour staff to contact the supervisor on call if this is an urgent need.

Escalation contact:

Inpatient:

Primary: Adrienne Cohen, 1-954-594-0442

Secondary: Pat Kedroe, 1-954-541-0009

Outpatient and post discharge care:

Primary: Louis Sabater, 1-407-618-3102

Secondary: Laurie MacCalla, 1-954-647-3291

## Pharmacy

Support provided: Authorizations related to retail drugs, specialty drugs, and information on what drugs require a PA.

Phone number: 1-866-399-0928

Hours of operation during non-holidays:  
Monday to Friday from 8 a.m. to 9 p.m. ET

Contact after hours or weekends: 1-866-399-0928

Special instructions for after hours or weekends: Please reach out to escalation contact for after hours.

Escalation contact:

Primary: Licet Martel, 1-954-684-9147

Secondary: Moses Allen, 1-954-766-5483



### Subcontracted Utilization Management Services

Support provided: NIA for outpatient Radiology, HN1 for outpatient therapies, NCH for oncology services

Phone number: NIA: 1-866-214-2569; HN1: 1-888-550-8800; NCH 1-888-999-7713

Hours of operation during non-holidays:  
NIA: Monday to Friday from 7 a.m. to 7 p.m.  
CT; HN1: Monday to Friday from 8:30 a.m. to 5 p.m. ET; and NCH Monday to Friday 5 a.m. to 6 p.m. PST.

Contact after hours or weekends: NIA: 1-877-807-2363; HN1: 1-888-550-8800 and NCH 1-888-999-7713.

Special instructions for after hours or weekends: NIA: Submit authorization requests via our after-hours authorization tool, [www.RadMD.com](http://www.RadMD.com). If unavailable, a retro authorization can be issued. HN1: Follow the HN1 message instructions to be connected to the on-call UM supervisor. NCH: Dial ext. 1990.

Escalation contact:

NIA: Primary: [www.RadMD.com](http://www.RadMD.com)  
NIA: Secondary: If [www.RadMD.com](http://www.RadMD.com) is down, they will put an After-Hours Call Center number on their website.

HN1: Primary: Terri Epp at [EppT@healthsystemone.com](mailto:EppT@healthsystemone.com).

NCH Primary: Melanie Nevala  
[mnevala@newcenturyhealth.com](mailto:mnevala@newcenturyhealth.com)

1-888-999-7713 Ext. 1990

### Transportation

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

Phone number: Logisticare 1-877-659-8420

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

Contact after hours or weekends: 1-404-968-4848, ext. 2588.

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

Escalation contact:

Primary- Tamara Tharpe (Sat-Tuesday, 8 AM-6PM) 1-404-968-4848, ext. 2588, [tamarat@logisticare.com](mailto:tamarat@logisticare.com)

Secondary Rupert White (Mon-Fri, 1:30 PM-1:00 AM) 1-404-968-4848 ext. 2009, [rupertw@logisticare.com](mailto:rupertw@logisticare.com)

1-844-477-8313

Provider Services

1301 International Parkway, Suite 400, Sunrise, FL 33323

[SunshineHealth.com](http://SunshineHealth.com)

### 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, and coordination with treating providers.

Phone number: 1-866-796-0530 and select the Case Management prompt or ext. 41921

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

Contact after hours or weekends: 1-866-796-0530

Special instructions for after hours or weekends: The nurse advice line receives the calls and can reach the on-call case management leader for urgent issues.

Escalation contact:

Primary: Christina Alvarez, phone number 1-407-670-6169

Secondary: Kristin Zimmerman, phone number 1-407-670-6179

For Child Welfare members: Allison Jordan, phone number 1-904-646-6399

### Other

#### 24-Hour Nurse Advice

Support provided: Line can assist providers to check member eligibility and members can be connected to Teledoc for urgent care visits.

Phone number: 1-866-796-0530 and follow prompts for Nurse Advice Line

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

Contact after hours or weekends: 1-866-796-0530 and follow prompts for Nurse Advice Line

Special instructions for after hours or weekends: Same as above

#### Optum

Support provided: In-home support for women with high-risk pregnancies, such as in-home Makena administration or 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: 8 a.m. to 5 p.m., Monday – Friday.

Contact after hours or weekends: 1-800-950-3963.

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP please contact 1-866-796-0530.

See our website at [SunshineHealth.com](http://SunshineHealth.com) for Sunshine Health Provider Directory & Administrative Guides:

- [MMA Provider Directories](#)
- [LTC Provider Directories](#)
- [CW Provider Directories](#)
- [Medicaid \(MMA\), Comprehensive Long Term Care \(LTC\) and Child Welfare Specialty Plan \(CWSP\) Provider Manual](#)
- [Medicaid Provider Billing Manual](#)