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eAUTH SUBMISSION PROTOCOL

Effective August 1, 2016, Sunshine Health will only accept emergent inpatient authorization requests submitted through our secure, on-line portal. Emergent inpatient authorization requests submitted via telephone, fax or your hospital's Daily Census Report will no longer be processed.

Please keep the following in mind when submitting electronic emergent authorization requests:

- Submit your electronic emergent authorization requests to Sunshine Health within forty eight (48) hours after admitting a health plan member as an emergent inpatient admission.
- The provider is responsible for verifying the eligibility of a Sunshine Health plan member using Encounter Data System (EDS) or other Florida-approved system before submitting a request.
- Do not submit retroactive emergent inpatient authorization requests via the portal. Fax retroactive emergent inpatient authorization requests to Sunshine Health at one of the following numbers:

LINE OF BUSINESS	FAX NUMBER
Sunshine Health Medicaid	1-877-808-9369
Sunshine Health Medicare Advantage	1-877-617-0394
Ambetter from Sunshine Health	1-877-243-3240
Sunshine Health Child Welfare	1-877-808-9369
Sunshine Health Stars & Stars Plus	1-844-418-7298

- Include the following information on all emergent inpatient authorization requests:
 - Health plan member name, member identification number and date of birth
 - Admission date
 - Admission type – emergent inpatient
 - Admitting diagnosis
 - Admitting provider's name
 - Hospital name
 - Medical record number
 - Primary insurance information
 - Supporting clinical or medical record information

If you have not already done so, please go online at www.SunshineHealth.com to create your secure account. If you have questions, please call us at 1-866-796-0530 Monday through Friday from 8:00a.m. to 6:00p.m. or email questions to eauthorization@Centene.com. Thank you