



# 5 Ways to Get Help When You Need It



## Member Services

Questions? Member Services can help. Call 1-866-799-5321 (TTY 1-800-955-8770) Monday through Friday, 8 a.m. to 8 p.m. Eastern. Use the same number for our 24-hour Behavioral Health Crisis Line.



## Nurse Advice Line

If your child is sick or hurt, a nurse can help you decide where to take them for care. Call 1-866-799-5321 (TTY 1-800-955-8770) any day, any time. Someone is available 24/7 to answer your questions.



## FindAProvider.SunshineHealth.com

Visit this link to find providers and health care centers in your area. Just enter your address, ZIP code or county. You can search doctors by name or use one of these categories:



**Medical Professionals**  
Find a doctor, primary care provider or medical specialist



**Medical Facilities**  
Find a primary care facility, hospital, clinic, urgent care center, medical lab, or FQHC



**Behavioral Health**  
Find a mental health care provider



**Pharmacy & Medical Supplies**  
Find a pharmacy or medical equipment retailer



**Long Term Services & Support**  
Find a service or provider that supports long term care



**Dental & Vision**  
Find an eye doctor, vision clinic, dentist or dental specialist



## CommunityResources. SunshineHealth.com

The CMS Health Plan Community Resource Database makes finding help easy. Use it to connect with local programs and supports. Just enter your ZIP code to search through thousands of options for help with food, housing, transportation, money, education, jobs and more.



## SunshineHealth.com/Login

Create a free account in the Secure Member Portal to view and manage your child's health plan information. You can use it to change their doctor, request a new member ID card or send us a message.



The Children's Medical Services Health Plan has partnered with Sunshine Health to provide managed care services to our members. Sunshine Health is a licensed Florida health plan.

Children's Medical Services Health Plan provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and other formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services at 1-866-799-5321, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-799-5321, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Si oumenm, oubley on moun w ap ede, gen kesyon nou ta renmen poze sou Children's Medical Services Health Plan, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-799-5321 (TTY 1-800-955-8770).

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Children's Medical Services Health Plan, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-799-5321 (TTY 1-800-955-8770).