

Resource Guide

This reference guide provides a list of the departments at Children’s Medical Services (CMS) Health Plan that may be helpful in assisting with coordination and authorization of services that a member may need. CMS has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CMS provides services in Regions 1 to 11 for children ages 0 through 20 years of age with special healthcare needs. For more information, contact CMS Health Plan Provider Services at [1-844-477-8313](tel:1-844-477-8313) or SunshineHealth.com/CMS.

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Behavioral Health Utilization Management

Support provided:

Authorizations related to behavioral health services, referrals, treatment centers and behavioral health directory.

Phone number: [1-844-477-8313](tel:1-844-477-8313), Option 3, Option 5, Option 5 for BH, Option 1 for Behavioral Health authorizations.

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 6 p.m. Eastern

Contact after hours or weekends: [1-866-799-5321](tel:1-866-799-5321), Option 1, Option 7

Special instructions for after hours or weekends: For urgent authorization requests or immediate assistance, select the option for the Nurse Advice Line, Option 1

Escalation contact:

Primary: BH UM Senior Manager, John McIntosh

Phone number: [1-813-342-6312](tel:1-813-342-6312)

Secondary: Director, Clinical Operations, Roza Sargsyan

Phone number: [1-813-206-7044](tel:1-813-206-7044)

OD/SUD Contact Person: Behavioral Health Utilization Management covers mental health and substance use services.

Phone number: [1-844-477-8313](tel:1-844-477-8313), Option 3, Option 5, Option 5 for BH, Option 0 to speak to a Provider Services Representative.

[Florida Behavioral Health Impact's Mental Health Resource Directory](#)

Florida Behavioral Health Impact Project provides resources for women and children in need of mental health and substance use support by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.

Case Management

Support provided:

Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers.

Phone number: [1-866-799-5321](tel:1-866-799-5321)

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

Contact after hours or weekends: 24 Hour Nurse Advice Line at [1-866-799-5321](tel:1-866-799-5321), Option 1, Option 7

[1-844-477-8313](tel:1-844-477-8313)

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Escalation contact:

Primary: Director, Jennifer Barry (Regions 3-8, and Medical Foster Care [MFC])

Phone number: [1-352-363-3926](tel:1-352-363-3926)

Primary: Director, Monique Peele (Regions 1, 2, 9-11, and Behavioral Health [BH])

Phone number: [1-305-401-9705](tel:1-305-401-9705)

Primary: Director, Renata Trager (Enhanced Care Coordination [ECC] – Members in a Skilled Nursing Facility or needing Private Duty Nursing [PDN])

Phone number: [1-954-514-3389](tel:1-954-514-3389)

Perinatal Care Support

Support provided:

Assistance with coordinating appointments and other services post discharge, linking members to benefits and community services, education on medications and condition(s) and coordination with treating providers.

Phone number: [1-844-477-8313](tel:1-844-477-8313) Option 3, Press 1 and Extension 603-3883 and/or email address: SSHP_MM_CM_OB_Inbox@CENTENE.COM.

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

Special instructions for after hours or weekends: 24 Hour Nurse Advice Line at [1-866-799-5321](tel:1-866-799-5321), Option 1, Option 7

Escalation contact:

Primary: Christa Chestnut

Phone number: [1-904-903-6333](tel:1-904-903-6333)

Secondary: Valencia Norton

Phone number: [1-813-284-1383](tel:1-813-284-1383)

Pharmacy

Support provided:

Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA), status of submitted PA requests.

Phone number: [1-833-705-1351](tel:1-833-705-1351), 1 if calling from a Pharmacy, 2 if a Provider; 3 if a Member

[1-844-477-8313](tel:1-844-477-8313)

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Hours of operation during non-holidays: 24 hours of operation during holidays and non-holidays

Contact after hours or weekends: [1-833-705-1351](tel:1-833-705-1351), 1 if calling from a Pharmacy, 2 if a Provider; 3 if a member

Escalation contact:

Primary: VP, Pharmacy Operations, Moses Allen

Phone number: [1-954-766-5483](tel:1-954-766-5483)

Secondary: Director, Pharmacy, Elboni Moore

Phone number: [1-407-840-3822](tel:1-407-840-3822)

Subcontracted Utilization Management Services

Support provided and description of each service:

- **Access Behavioral Health (ABH)** for Behavioral Health
- **Coastal Care Services**, processes hospital discharge orders for Durable Medical Equipment (DME) only
- ****Envolve Benefit Options for Dental has transitioned to Liberty Dental for management of Title 21 members only**
- **Envolve Benefit Options (EBO)** for Vision
- **Centene Pharmacy Services (CPS)** for Pharmacy
- **Evolent** for Musculoskeletal, Outpatient Radiology, Cardiac Imaging, & Oncology Services
- **TurningPoint** for Interventional Cardiology and ENT Surgical Procedures

Access Behavioral Health

Support provided:

Behavioral Health Services, In-Lieu Services, Inpatient and Outpatient Services – **Region 1 only**

Exclusions:

Regions 2-11 will be managed by the Health Plan

Phone number: [1-866-477-6725](tel:1-866-477-6725)

Web Portal: <https://abhfl.org/>

Hours of operation during non-holidays: Monday to Friday from 8 a.m. – 5 p.m. Eastern

Contact after hours or weekends: [1-866-477-6725](tel:1-866-477-6725)

[1-844-477-8313](tel:1-844-477-8313)

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Escalation contact:

Brent Patton

Phone: [1-850-495-2316](tel:1-850-495-2316)

Email: brent.patton@lifeviewgroup.org

Coastal Care Services

Support provided:

Coastal Care Services will process hospital discharge orders for **Durable Medical Equipment (DME) only**.

Home Health will be excluded from their scope and processed by the Health Plan.

Discharge orders: The hospital should fax signed MD orders along with supporting clinical documentation to [1-855-481-0606](tel:1-855-481-0606). Fax cover sheet should state hospital discharge pending.

Phone number: [1-855-481-0505](tel:1-855-481-0505)

Web Portal: <https://www.ccsi.care/>

Hours of operation during non-holidays: Monday to Friday from 8:30 a.m. – 5:30 p.m. Eastern

Contact after hours or weekends: [1-855-481-0505](tel:1-855-481-0505)

Special instructions for after hours or weekends: Coastal Care has an on-call service 24 hours a day, seven days a week. After hours, the calls are routed to the on-call service and a Coastal representative will respond within 15 minutes. Coastal Care will provide Sunshine Health staff with a direct number to reach our on-call staff on the weekends and after hours.

Escalation contact:

Primary: Evelina Tutino, Director of Operations

Phone number: [1-786-879-8913](tel:1-786-879-8913)

Email: etutino@ccsi.care

Secondary: Ysel Garcia, Senior VP

Phone number: [1-305-970-2048](tel:1-305-970-2048)

Email: ygarcia@ccsi.care

[1-844-477-8313](tel:1-844-477-8313)

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Engolve Benefit Options (EBO) for Vision

Support provided:

Vision services (Optometry & Ophthalmology)

Phone numbers:

Provider Relations: [1-800-531-2818](tel:1-800-531-2818)

Customer Service: [1-833-705-1354](tel:1-833-705-1354)

Web Portal: envolvevision.com

Evolent

Support provided:

Oncology, Outpatient Radiology, Cardiac Imaging & Musculoskeletal

For Outpatient Radiology, Cardiac Imaging & Musculoskeletal

Phone number: [1-866-214-2569](tel:1-866-214-2569)

Hours of operation during non-holidays: Monday to Friday from 7 a.m. to 7 p.m. Central

Contact after hours or weekends: [1-877-807-2363](tel:1-877-807-2363)

Special instructions for after hours or weekends: Submit authorization requests via our after-hours authorization tool, www.RadMD.com. If unavailable, a retro authorization can be issued.

Escalation contact:

Primary: www.RadMD.com

Secondary: If www.RadMD.com is down, they will put an After-Hours Call Center number on their website

For Oncology services

Phone number: [1-888-999-7713](tel:1-888-999-7713)

Hours of operation during non-holidays: Monday to Friday 5 a.m. to 5 p.m. Pacific; Saturday 5 a.m. to 6 p.m. Pacific; and Sunday 6 a.m. to 3 p.m. Pacific

Contact after hours or weekends: [1-888-999-7713](tel:1-888-999-7713)

Web Portal: newcenturyhealth.com

Special instructions for after hours or weekends: intakesupervisors@evolent.com

[1-844-477-8313](tel:1-844-477-8313)

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Phone Number: [1-888-999-7713](tel:1-888-999-7713), ext. 1057

For Authorization Assistance Contact weekends: authassist@evolent.com
[1-888-999-7713](tel:1-888-999-7713), extension 1055

Escalation contact:

Primary: intakesupervisors@evolent.com
Phone number: [1-888-999-7713](tel:1-888-999-7713), ext. 1057

Liberty Dental for Dental Services Title XXI

Support provided:

Dental Services for Title XXI members only

Provider Relations: [1-888-352-7924](tel:1-888-352-7924)

Customer Service: [1-888-902-0344](tel:1-888-902-0344)

Web Portal: libertydentalplan.com

Turning Point

Support provided:

Interventional Cardiology and ENT Surgical Procedures

Phone number: [1-561-418-3256](tel:1-561-418-3256)

Fax number: [1-954-622-8034](tel:1-954-622-8034)

Hours of operation during non-holidays: Monday to Friday from 8 a.m. to 5 p.m. Eastern

Contact after hours or weekends: [1-561-418-3256](tel:1-561-418-3256)

Special instructions for after hours or weekends: Turning Point has medical professionals on-call 24 hours a day, 7 days a week. Please call the general intake line and it will route you to an available on-call agent to triage the phone call.

Escalation contact:

Peer-to-Peer Coordination Line: [1-800-581-3920](tel:1-800-581-3920)

Primary: Jennifer Bunch

Phone number: [1-407-250-7117](tel:1-407-250-7117)

Email: jbunch@tpshealth.com

[1-844-477-8313](tel:1-844-477-8313)

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Secondary: Lisa Janyska

Phone number: [1-443-386-6277](tel:1-443-386-6277)

Email: ljanyska@tpshealth.com

Utilization Management & Precertification

Web Portal Payer Access: <https://payer.myturningpoint-healthcare.com>

Health Plan UM Shared Email: centeneum@turningpoint-healthcare.com

Health Plan UM Appeals Support: centeneumappeals@turningpoint-healthcare.com

TP Portal Support: portalsupport@turningpoint-healthcare.com

Provider Relations Shared Email: providersupport@turningpoint-healthcare.com

Transportation

Support provided:

Non-emergency transportation services.

Medical Transport Management (MTM)

Phone number: [1-844-399-9469](tel:1-844-399-9469)

Hours of operation during non-holidays: Monday – Friday, 8 a.m. to 7 p.m. Eastern and Saturday, 8 a.m. – 5 p.m. Eastern

Contact after hours or weekends:

Customer Service Phone Line: [1-844-399-9469](tel:1-844-399-9469)

Special instructions for after hours or weekends: 24 hours of operation during holidays and non-holidays. Facility discharges are handled 24 hours, 7 days a week at [1-855-824-5695](tel:1-855-824-5695), press 9.

Escalation contact:

Primary: Urgent-Client Escalation Phone Line

Phone number: [1-855-824-5695](tel:1-855-824-5695)

[1-844-477-8313](tel:1-844-477-8313)

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Utilization Management

Support provided:

Authorizations related to outpatient services (not related to a hospital discharge), including home health, IV infusion, durable medical equipment (DME) and hospice.

- Authorization requests go through the Secure Provider Portal or fax to [1-866-796-0526](tel:1-866-796-0526).
- For I/V infusion, PDN & Hospice, please submit requests through the Secure Provider Portal or fax to [1-866-796-0526](tel:1-866-796-0526).
- Contact Coastal Care for DME requests:
 - Phone number: [1-855-481-0505](tel:1-855-481-0505)
 - Fax: [1-855-481-0606](tel:1-855-481-0606)

Phone number: [1-844-477-8313](tel:1-844-477-8313), Option 3, Option 5

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

Contact after hours or weekends: [1-844-477-8313](tel:1-844-477-8313)

Hospital Discharges not processed by Coastal need to be faxed to [1-844-801-8413](tel:1-844-801-8413)

Special instructions for after-hours or weekends: 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 and Post Discharge Care:

Primary: Adrienne Cohen

Phone number: [1-954-618-8657](tel:1-954-618-8657)

Secondary:

John Williams

Phone number: [1-813-217-3194](tel:1-813-217-3194)

Marcia Hager

Phone number: [1-859-310-2173](tel:1-859-310-2173)

Pat Bryant

Phone number: [1-813-362-7927](tel:1-813-362-7927)

For post-acute needs:

Pamela Redondo

Phone number: [1-954-459-1359](tel:1-954-459-1359)

[1-844-477-8313](tel:1-844-477-8313)

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Outpatient HH/DME Services:

Primary: Ivana Soldo

Phone Number: [1-813-206-5236](tel:1-813-206-5236)

Outpatient Medical Services:

Primary: Ina Small

Phone number: [1-954-815-1725](tel:1-954-815-1725)

Outpatient Rehab Services:

Primary: Quionda Duke

Phone Number: [1-980-985-8695](tel:1-980-985-8695)

Community Resources

Our [Sunshine Health Community Resource Database](#) connects members and caregivers in need with local programs and support. Our database makes it easy for people with social needs – and those who help others – to find community programs. These programs provide help with food, shelter, healthcare, money and education, jobs and more.

Community Connections Help Line: [1-866-775-2192](tel:1-866-775-2192); Monday to Friday from 8 a.m. to 7 p.m. Eastern

24-Hour Nurse Advice Line

Nurse Advice Line can assist providers with checking member eligibility. It can also connect members to telemedicine for urgent care visits.

Phone number: [1-866-799-5321](tel:1-866-799-5321) and follow prompts for Nurse Advice Line, Option 2, Option 7 after hours

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

[1-844-477-8313](tel:1-844-477-8313)

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Other

Mental Health Resources:

[Florida Moms Mental Health Resources](#)

[FL BH Impact Project](#)

The International Marce' Society for Perinatal Mental Health:

[COVID 19 Perinatal Mental Health Resources](#)

Perinatal/Post-Partum Loss

[Baby Loss](#)

[March of Dimes](#)

[Empty Arms Bereavement](#)

[Share Pregnancy and Infant Loss Support](#)

[American Psychiatric Association](#)

[Postpartum Support International Directory](#)

[National Harm Reduction Coalition](#)

[National Institute on Drug Abuse: Substance Use While Pregnant and Breastfeeding](#)

[CDC Resources on Opioid Use During Pregnancy](#)

[Mother to Baby: Opioid use During Pregnancy and Breastfeeding](#)

[PSI Perinatal Psychiatric Consult Line: 1-877-499-4773](#)

[National Perinatal Association](#)

OUD/SUD Resources

[Substance Abuse and Mental Health Services Administration \(SAMHSA\) National Helpline](#)

[SAMSHA Buprenorphine Locator List](#)

[SAMHSA Opioid Treatment Program Directory List](#)

[Maternal Opioid Recovery Effort \(MORE\)](#)

[Maternal Opioid Recovery Effort \(MORE\) Tool Kit](#)

[March of Dimes Street Drugs and Pregnancy](#)

[March of Dimes Preventing NAS in Your Baby](#)

[March of Dimes Caring for a Baby with NAS](#)

[1-844-477-8313](tel:1-844-477-8313)

Provider Services

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To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP, please contact [1-844-477-8313](tel:1-844-477-8313).

[CMS Provider Directories](#)
[CMS Provider Manual \(PDF\)](#)
[Provider Billing Manual](#)