



PROVIDER STANDARDS For Appointment Scheduling

Sunshine Health wants to ensure appointments for medical and behavioral health services are available to all our members on a timely basis. The following Appointment Availability standards can also be found in the [provider manual](#). Please ensure these standards are implemented by your organization.



AFTER HOURS AVAILABILITY: ALL PROVIDERS (FROM 5 P.M. TO 8 A.M. AND ALL WEEKENDS AND HOLIDAYS)

After Hours Passing Standards:

- Answering service or system that can contact a physician. Member should receive a response within 30 minutes.
- Advice nurse with access to physician.
- Office telephone that transfers calls to a cell phone; or any method that ensures 24-hour phone access for members.

Provider Office Wait Times: 30 minutes maximum

PRIMARY CARE

- Urgent Visit: 48 Hours
- Sick Visit: 7 days
- Routine Wellness Exam: 30 days

SPECIALIST (INCLUDES ANCILLARY PROVIDERS)

- Urgent Visit: 48 hours
- Sick Visit: 7 days
- Follow-Up After Physical Health Admission: 7 days
- Ancillary Services: 14 days
- Routine Prenatal Exam: Within 4 weeks until week 32; every 2 weeks until week 36; and every week after, up until delivery.
- Routine Wellness Exam: 60 days

BEHAVIORAL HEALTH

- Non-life-threatening emergency: 6 hours
- Urgent Visit: 48 hours
- Initial Visit for Routine Care: 10 days
- Follow-Up Routine Care: 30 days
- Follow-Up after Behavioral Health Hospital Admission: 7 days (Scheduled prior to discharge)

RESOURCES & TIPS

24/7 Nurse Advice Line: Available 365 days a year.

- Call: [1-866-796-0530](tel:1-866-796-0530)
- TTY: [1-800-955-8770](tel:1-800-955-8770)

Interpreter Services: Non-urgent sign language and language interpreter services.

- Call Provider Services: [1-844-477-8313](tel:1-844-477-8313)
- Visit SunshineHealth.com/resources
 - Download the [Provider Interpreter Request Form \(PDF\)](#)
 - Email completed form to: InterpreterRequests@Centene.com

988 Suicide & Crisis Lifeline: Confidential, free, 24/7/365 support from a trained counselor for mental health, substance use or suicidal crisis.

- Call or text: [988](tel:988)
- Chat: 988lifeline.org/chat

Scheduling around a 4-day work week? Alternate between staff members.

Providers are encouraged to utilize their own telehealth platforms, if available.



TELEHEALTH OFFERINGS

Brave Health: Virtual mental health services; must be 13 years of age and up.

- Call or Text: [1-305-902-6347](tel:1-305-902-6347)
- Email: Referral@BebraveHealth.com
- Visit: BebraveHealth.com/referral
- Available to these members: Sunshine Health Medicaid (MMA); Children's Medical Services (CMS) Health Plan; Child Welfare Specialty Plan (CWSP)

KidzDoc Now: Pediatric clinicians available 24/7; must be under 18 years of age.

- Visit: KidzDocNow.us
- Available to these members: Sunshine Health Medicaid (MMA); Children's Medical Services (CMS) Health Plan; Child Welfare Specialty Plan (CWSP)

Teladoc Health: Virtual healthcare; available to all ages.

- Call: [1-800-835-2362](tel:1-800-835-2362)
- Visit: Teladoc.com/SunshineHealth
- Available to these members: MMA; CMS; CWSP

