



Resource Guide

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

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Behavioral Health Utilization Management

Support provided:

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

Phone number: [1-844-477-8313](tel:1-844-477-8313), Option 3, Select product (Option 3 for MMA, 4 for Child Welfare, and 6 for SMI), 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: [1-866-796-0530](tel:1-866-796-0530)

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

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)

OUD/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), Select the Product (Option 3 for MMA, 4 for Child Welfare, and 6 for SMI), Option 5 for BH, Option 0 to speak to 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 supports by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.

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

Provider Services

[SunshineHealth.com](https://www.sunshinehealth.com)

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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(s) and coordination with treating providers

Phone number: [1-866-796-0530](tel:1-866-796-0530), Option 3

Child Welfare Member Services Number: [1-855-463-4100](tel:1-855-463-4100)

LTC Case Management Phone Number: [1-866-796-0530](tel:1-866-796-0530), select option 2

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

Contact after hours or weekends: [1-866-796-0530](tel:1-866-796-0530)

Escalation contacts:

Primary: Nesha Fayiz (North Region 1-6)

Phone number: [1-813-286-6290](tel:1-813-286-6290)

Primary: Christine Mincey (South Region 7-11)

Phone number: [1-407-670-6104](tel:1-407-670-6104)

Secondary Physical Health: Director, Christa Chestnut

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

Secondary Behavioral Health: Cristina Alvarez

Phone number: [1-407-212-2551](tel:1-407-212-2551)

Child Welfare Contact: Toby Pina

Phone number: [1-561-315-0760](tel:1-561-315-0760)

Secondary CW Behavioral Health: Alison Jordan

Phone number: [1-904-613-0535](tel:1-904-613-0535)

Primary SMI Contact: Laura Gannon

Phone number: [1-813-455-1116](tel:1-813-455-1116)

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

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Secondary SMI Contacts:

Natalye Oratokhai

Phone number: [1-904-348-5261](tel:1-904-348-5261)

Andrea Katz

Phone number: [1-561-946-7321](tel:1-561-946-7321)

Enhanced Care Coordination (ECC) Contact: Renata Trager

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

LTC Contact: Tammi Swan (Regions 1, 2, 3, 4 & 7)

Phone number: [1-904-383-8533](tel:1-904-383-8533)

LTC Contact: Erica Colon (Regions 5, 6 & 8)

Phone number: [1-813-418-2301](tel:1-813-418-2301)

LTC Contact: Bridget Smith (Regions 9, 10 & 11)

Phone number: [1-561-583-1341](tel:1-561-583-1341)

Secondary LTC Contact: Donna Melogy

Phone Number [1-904-200-9606](tel:1-904-200-9606)

Optum

In-home support for women with high-risk pregnancies, such as 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](tel:1-866-252-4293) or [1-866-731-9011](tel:1-866-731-9011)

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

Contact after hours or weekends: [1-800-950-3963](tel:1-800-950-3963)

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

Provider Services

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Perinatal Care Support

Support provided:

Assistance with appointments post discharge, linking member to community services, education on condition, 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

Contact after hours or weekends: 24 Hour Nurse Advice Line at [1-866-799-0530](tel:1-866-799-0530), Option 1

Escalation contacts:

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: [1-866-399-0928](tel:1-866-399-0928)

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

Contact after hours or weekends: [1-866-399-0928](tel:1-866-399-0928)

Special instructions for after hours or weekends: 24 hours of operation during holidays and non-holidays.

Escalation contact:

Primary: VP, Pharmacy Operation, Moses Allen

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

Secondary: Director, Pharmacy, Licet Martell

Phone number: [1-954-684-9147](tel:1-954-684-9147)

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

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Subcontracted Utilization Management Services

Support provided and description of each service:

Access Behavioral Health (ABH) for Behavioral Health, Coastal Care Services for home health/DME, Envolve Benefit Options (EBO) for Vision, Centene Pharmacy Solutions (CPS) for Pharmacy, Health Network One (HN1) for outpatient therapies, Evolent for Musculoskeletal, Outpatient Radiology, Oncology Services, and TurningPoint for Interventional Cardiology and ENT Surgical Procedures

Access Behavioral Health (ABH)

Support provided:

Behavioral Health Services, In-Lieu services, Inpatient and outpatient services – Region 1 only for Medicaid, Child Welfare Specialty Plan, Long Term Care and Serious Mental Illness

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)

Escalation contact: Brent Patton

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

Email: brent.patton@lifeviewgroup.org

Coastal Care Services

Support provided:

Process hospital discharge orders for Medicaid (MMA), Child Welfare Specialty Plan and Serious Mental Illness (SMI) Specialty 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.

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

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

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

Hours of operation during non-holidays: Monday through Friday from 8:30 a.m. to 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 contacts:

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

Engage Benefit Options (EBO) for Vision

Support provided:

Vision services (Optometry and Ophthalmology) for Medicaid, Child Welfare Specialty Plan and Serious Mental Illness

Phone number:

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

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

Provider Web Portal: engagevision.com

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

Provider Services

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Evolut

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

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

For Auth Assist Contact weekends: authassist@evolent.com (Plans only)

[1-888-999-7713](tel:1-888-999-7713), ext. 1055

Escalation contact:

Primary: intakesupervisors@evolent.com

Phone number: [1-888-999-1173](tel:1-888-999-1173), ext. 1057

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

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Health Network One (HN1)

Support provided:

Outpatient therapies for OT, PT, and ST for Medicaid, Child Welfare and Serious Mental Illness Specialty plan members that are 3 years and above

Exclusion: Ages 0-2, Outpatient Hospital, PPEC, and EIS will be managed by the Health Plan.

Phone number: [1-888-550-8800](tel:1-888-550-8800)

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

Contact after hours or weekends: [1-888-550-8800](tel:1-888-550-8800)

Special instructions for after hours or weekends: Follow the HN1 message instructions to be connected to the on-call UM supervisor.

Escalation contact:

Primary: Terri Epp

Email: EppT@healthsystemone.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)

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

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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

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 for MMA, CW, and SMI

Support provided:

Non-emergency transportation services.

ModivCare

Phone number: [1-866-252-1566](tel:1-866-252-1566)

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

Contact after hours or weekends: [1-877-659-8420](tel:1-877-659-8420)

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

Provider Services

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Escalation contacts:

Primary:

- Robin Cook (Thursday to Sunday) 8 p.m. to 6 a.m. Eastern
Phone number: [1-678-632-7329](tel:1-678-632-7329)
- Alexandria Wells (Monday to Thursday) 8 p.m. to 7 a.m. Eastern
Phone number: [1-678-724-4733](tel:1-678-724-4733)
- Jalencia Young (Saturday to Sunday) 8a.m. to 5 p.m. Eastern
Phone number: [1-678-724-4736](tel:1-678-724-4736)

Secondary:

- London Carrol (Monday to Friday) 4 a.m. to 12 p.m. Eastern
Phone number: [1-678-632-7326](tel:1-678-632-7326)
- Marie Gerard (Monday to Thursday) 6 a.m. to 4 p.m. Eastern
Phone number [1-678-632-7336](tel:1-678-632-7336)
- Anderson Robinson (Saturday) 6 a.m. to 3 p.m. Eastern
Phone number: [1-678-724-4715](tel:1-678-724-4715)
- Rosa Diaz (Saturday to Sunday) 5 p.m. to 1 a.m. Eastern
Email: Rosa.diaz@modivcare.com
- Keair Bussell (Saturday to Sunday) 6 a.m. to 2 p.m. Eastern
Email: Keair.bussell@modivcare.com

Tertiary: Contact Center Manager:

- Chantel Whisby (Monday to Friday) 4:30 p.m. to 1 a.m. Eastern
Phone number: [1-678-724-4734](tel:1-678-724-4734)

Transportation for LTC and LTC Comprehensive

Support provided:

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

Alivi

Phone number: [1-888-863-0248](tel:1-888-863-0248)

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

Contact after hours or weekends: [1-888-863-0248](tel:1-888-863-0248)



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

Escalation contacts:

Primary:

Jacqueline Cardoso

Phone number: [1-954-629-8626](tel:1-954-629-8626)

Secondary:

Virginia Miller

Phone number: [1-727-277-8522](tel:1-727-277-8522)

Tertiary:

Wilson Ostojic

Phone number: [1-801-230-1201](tel:1-801-230-1201)

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. Auth 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 home healthcare and DME requests (excluding LTC).

- 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), 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. 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)

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

Provider Services

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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 Contacts:

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)

Escalation Contact for Outpatient Services:

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)

Escalation contacts for LTC-specific Ancillary Services

Primary: Dan Topping

Phone number: [1-813-480-8297](tel:1-813-480-8297)

Secondary: Jane Weigl

Phone number: [1-813-393-0592](tel:1-813-393-0592)

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

Provider Services

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Community Resources

Our [Sunshine Health Community Resource Database](#) connects members and caregivers in need with local programs and supports. 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.

24-Hour Nurse Advice Line

The 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 after hours

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

Other

ODU/SUD Vendors

Strongwell: iAmStrongWell.com

Bravehealth: bebravehealth.com

ODU/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)

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Perinatal/Postpartum 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](#)

The International Marce' Society for Perinatal Mental Health: [COVID 19 Perinatal Mental Health](#)

[Resources](#)

Mental Health Resources

[Florida Moms Mental Health Resources](#)

[FL BH Impact Project](#)

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

Sunshine Health Provider Directory & Administrative Guides

[MMA Provider Directories](#)

[LTC Provider Directories](#)

[CW Provider Directories](#)

[Provider Manual \(PDF\)](#)

[Medicaid Provider Billing Manual \(PDF\)](#)

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

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