

General Quick Reference Guide for Providers

Important Contact Information

Service Name	Product	Phone Number	Hours of operation
Provider Services	All products	1-844-477-8313	Monday-Friday from 8 a.m. to 8 p.m. Eastern
Pharmacy Services	All products	1-800-460-8988, option 2	24 hours a day, 7 days a week
Member Services	CMS	1-866-799-5321	Monday-Friday from 8 a.m. to 8 p.m. Eastern
Member Services	MMA, SMI	1-866-796-0530	Monday-Friday from 8 a.m. to 8 p.m. Eastern
Member Services	CWSP	1-855-463-4100	Monday-Friday from 8 a.m. to 8 p.m. Eastern

Verifying Member Eligibility

These suggestions are not a guarantee of coverage.

- Verify member eligibility by using the [Sunshine Health Secure Provider Portal](#).
- Using the portal, any registered provider is able to quickly check member eligibility by indicating the date of service, member name and date of birth or the Medicaid ID number and date of birth.
 - Ensure you're selecting the correct plan type.
- Alternatively, you can call Provider Services at 1-844-477-8313. Supply the member's name and date of birth or the member's Medicaid identification number and date of birth.

Authorizations

Prior authorization is required for certain services. To determine which services require authorization, please refer to our [Pre-Auth Check Tool](#).

Prior-authorization requests are processed by Sunshine Health's Utilization Management (UM) Department.

- **Standard requests:** Determination within 7 calendar days of receipt of request.
- **Urgent requests:** Please call 1-844-477-8313. Urgent requests are made when the member or his/her physician believes that waiting for a decision under the standard timeframe could place the enrollee's life, health, or ability to regain maximum function in serious jeopardy.



Submit authorization requests via one of the following:

- **Online:** via the [Sunshine Health Secure Provider Portal](#)
- **Telephonically:** 1-844-477-8313
- **Medical Fax:** 1-866-796-0526
- **Pharmacy Services Fax:** 1-833-546-1507

Note: Find the [Treatment/Service Request Forms](#) for fax submission online.

Claims

Important Links

- [Provider Reimbursement Schedules and Billing Codes](#)
- [Sunshine Health Provider Billing Manual](#)

Crossover Claims

The following providers who bill Medicaid services on the CMS-1500 claim form must complete and submit UB-04 claim forms to receive reimbursement from Medicaid when billing Medicare-Medicaid crossover claims:

- Federally Qualified Health Centers
- Independent Therapists
- Rural Health Clinics

For all Medicare-Medicaid Crossover claim related questions, please review the [Florida Medicaid Provider Reimbursement Handbook](#) to ensure appropriate submission.

The filing limit for Medicare claims crossing over to Medicaid is the greater of 36 months from the date of service or 12 months from Medicare’s adjudication date.

Timely Claim Submission

Providers must submit claims in a timely manner as indicated in the following table.

Initial Claim*		Reconsiderations or Claim Dispute**		Coordination of Benefits***	
Participating	Non-Participating	Participating	Non-Participating	Participating	Non-Participating
180 days	365 days	90 days	180 days	90 days	90 days

*In an initial claim, days are calculated from the date of service to the date received by Sunshine Health.

** In a reconsideration or claim dispute, days are calculated from the date of the explanation of payment/correspondence issued by Sunshine Health to the date the reconsideration is received by Sunshine Health.

*** For coordination of benefits, days are calculated from the date of explanation of payment from the primary payer to the date received by Sunshine Health.



Process for Claims Reconsiderations and Disputes

All requests for corrected claims or reconsiderations/claim disputes must be received within 90 days from the date of the original explanation of payment or denial.

Prior processing will be upheld for corrected claims or claim disputes received following the 90-day period unless there is a qualifying circumstance and appropriate documentation to support the qualifying circumstance.

Qualifying circumstances may include:

- A catastrophic event that substantially interferes with normal business operation of the provider or damage or destruction of the provider’s business office or records by a natural disaster
- Provider documentation showing member refused or was unable to provide member identification card and provider was unaware the member was eligible for services at the time services were rendered

Claim Payment Disputes

(Related to untimely filing, incidental procedure, unlisted procedure code)

Before Oct. 1, 2021	On or after Oct. 1, 2021
WellCare Health Plans Claim Payment Disputes P.O. Box 31370 Tampa, FL 33631-3370	Sunshine Health Attn: Adjustments/Reconsiderations/Disputes P.O. Box 3070 Farmington, MO 63640-3823

Provider on Behalf of Self – Medical Appeals

- Providers can request an appeal for the following types of denials:
 - No authorization claims denials.
 - Authorization denials due to member not meeting medical necessity authorization denials and medical necessity, in addition to, benefits exhausted and non-covered procedures.

Before Oct. 1, 2021	On or after Oct. 1, 2021
WellCare Health Plans ATTN: Appeals Department P.O. Box 31368 Tampa, FL 33631-3368	Sunshine Health Attn: Adjustments/Reconsiderations/Disputes P.O. Box 3070 Farmington, MO 63640-3823

Utilization Management

Utilization Management Phone number: 1-844-477-8313, and follow prompts for services required.

- Standard hours of operation: Monday to Friday from 8 a.m. to 8 p.m. Eastern.
- **Weekend and After-Hours on Call-Numbers:** (all products): 1-844-477-8313.



Provider Changes

Adding Providers to Existing Group or Practice

- A contracted medical or behavioral health practice that would like to add a practitioner should email all relevant documentation to practitioneradds@centene.com and include the following:
 - LOAP/Practitioner Roster (for additions only)
 - Disclosure of Ownership Form
 - Access our [LOAP \(roster\) template](#) to utilize as a guide when submitting these types of requests.
- The Practitioner Adds Mailbox is equipped with an Auto Response Email to alert the submitter that their request has been received.

Demographic Updates and Changes

- A contracted medical or behavioral health practice that would like to update or make any changes to their demographic information should direct their request to SunshineProviderRelations@SunshineHealth.com.
- Please include all detailed information to assist in making the appropriate changes.
- Providers can also initiate changes like this by visiting our [Secure Provider Portal](#).
 - Select “Modify Demographic Information about a specific TIN.”
- Providers can also submit their request via the [Contact form](#).

Provider Terminations

Providers should refer to their contracts for specific information about terminating their contracts with Sunshine Health.

In general, providers are required to notify the health plan within 90 days of terminating a provider or providers from a group or contract. Providers who want to terminate an individual practitioner within a practice or group should:

1. Provide the termination information on office letterhead and include the practitioner’s name, tax identification number, NPI, termination date and membership transfer information, if applicable; AND
2. Email the request to SunshineProviderRelations@SunshineHealth.com and notify your Provider Relations Representative.

Remittances and PaySpan

Access explanation of payment statements (EOPs), change bank account information register for electronic funds transfers.

If you are currently receiving paper checks and would like to register for EFT, please view a copy of a current paper check. It should contain a Payee ID. This is the Plan Number which will be needed when registering.

- The registration for PaySpan is easy and it only takes a few minutes.



- Visit [PaySpan](#) online, call 1-877-331-7154 or email providersupport@payspanhealth.com.
- If your address is incorrect in PaySpan, please update to the correct address. Also, contact Sunshine Health at 1-844-877-8313 to update your address in our systems.

Case Management

Our Case Management team can be reached Monday to Friday from 8 a.m. to 8 p.m. at the phone numbers below. For after hours or weekend assistance, use option 7.

- Children's Medical Services (CMS) Specialty Plan: 1-866-799-5321, option 2.
- Medicaid (MMA), Serious Mental Illness Specialty Plan (SMI) and Long-Term Care (LTC): 1-866-796-0530, option 2.
- Child Welfare Specialty Plan (CW): 1-855-463-4100, option 2.

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. Hours of operation are 24 hours a day, 7 days a week.

- CMS: 1-866-799-5321 and follow prompts for Nurse Advice Line, Option 1, then Option 7.
- MMA, SMI and LTC: 1-866-796-0530 and follow prompts for Nurse Advice Line, Option 1, then Option 3, then Option 7.
- CWSP: 1-855-463-4100 and follow prompts for Nurse Advice Line, Option 1, then Option 2, then Option 7.

Telemedicine

- Members have 24/7 access to receive services virtually through our telehealth vendor, [Teladoc](#). Members can also download the Teladoc app or call 1-800-TELADOC.
- Providers may furnish and receive payment for covered, eligible telemedicine services in accordance with this policy and the provider's scope of practice.

Additional Resources:

Access and Availability Timeframe Standards:

Sunshine Health establishes and assesses compliance with appointment wait times for various types of visits. Please view our [Access and Availability Timeframe Standards](#).

Find A Provider (FAP) Tool

If you need assistance locating a specialist or facility for a member, please visit our [Find a Provider Tool](#). Here you will be able to search by provider name, NPI and specialty type.

Find My Provider Rep

Locate your [Provider Representative](#) by clicking the banner on our provider home page.



Community Resources

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

For Providers Page

Stay up to date on provider communication by visiting our [For Providers Landing Page](#) and [Provider News Page](#).

Vendors Page

Contact information for [Sunshine Health's subcontractors and vendors](#).