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eAUTH FREQUENTLY ASKED QUESTIONS

What is changing to Sunshine Health's outpatient authorization process?

Effective August 7, 2017, Sunshine Health will only accept outpatient authorization requests through our secure, online portal. The only exception is for prior authorization requests for home health services post hospital discharge. These should still be submitted via fax to (844) 801-8413, which is a dedicated fax for post hospital discharge home health requests.

Will any other exceptions be made?

Fax or telephonic requests for outpatient authorization requests will be accepted only when technological system issues preclude electronic submission via Sunshine Health's secure, online portal.

Why is Sunshine Health changing this business process?

Sunshine Health is committed to advancing excellence in our members' healthcare delivery. One way we do so is to ensure optimal coordination of care in the timeliest manner possible based on the clinical urgency of a situation. We believe that electronic submissions ensure a significantly lower transmittal failure rate when compared to manual (fax and telephone) submissions. This will allow our utilization management team to receive requests more quickly and authorize appropriate care.

How will providers benefit from the new eAUTH process?

Providers will see a reduction in administrative workflow. Instead of having to pick up the phone to check on the status of a request, the request can be viewed in real time on the secure, online portal. Confirmation numbers are automatically generated immediately following a successful submission. Providers then use the confirmation number to return to the portal to check the status of the authorization. Prior to eAUTH, providers were only able to get confirmation numbers by calling Sunshine Health.

Is a confirmation number the same as an authorization number?

No. A confirmation number is generated following the successful submission of a request through the secure, online portal. The authorization number is generated after the request has been approved by the utilization management team. Following the receipt of a confirmation number, providers can expect to receive an authorization number within:

- seven (7) calendar days for standard Medicaid requests
- fifteen (15) calendar days for standard Ambetter requests
- fourteen (14) calendar days for standard Medicare requests

- 48 hours for urgent Medicaid requests
- 72 hours for urgent Ambetter requests
- 72 hours for urgent Medicare requests

What are system requirements for electronic submissions?

Users can access the secure, online portal using Internet Explorer 10.0 or higher, Firefox and/or Google Chrome. Browsers should be updated to the most recent version available to ensure optimal performance.

What are the business requirements for electronic submissions?

- Submit your non-emergent, non-urgent pre-scheduled outpatient authorization requests to Sunshine Health within 14 calendar days prior to the requested service date. Notification of elective inpatient admissions must be submitted within 7 calendar days.
- Prior authorization is not required for emergency services or services to stabilize an individual receiving emergent care.
- The provider is responsible for verifying the eligibility of a Sunshine Health plan member using Encounter Data System (EDS) or other Florida-approved system before submitting a request.
- Include the following information on all requests:
 - Health plan member name, member identification number and date of birth
 - Date of service
 - Service type, for example, DME
 - Procedure code
 - ICD-10
 - Requesting provider's name or NPI
 - Servicing provider's name or NPI
 - Primary insurance information
 - Attach supporting clinical or medical record information

Will Sunshine Health offer any training for my staff to learn how to submit outpatient authorization requests through the Sunshine Health secure, online portal?

As a network provider, you can take advantage of the following training opportunities.

1. Schedule a hands-on in service training session with your Sunshine Health Provider Representative. Email your request to eAuthorization@centene.com.
2. Download self-training tools from our website at www.SunshineHealth/providers/resources/manuals,forms_and_resources/electronic_transactions/eAuth.

The Secure Provider Website Instructional Guide is available on the secure portal after you successfully complete the log in process. If you are a non-contracted provider, you will be able to register after you submit your first claim.