

Florida Provider Quick Reference Guide

Important Phone Numbers

Prior-Authorization.....	866-796-0530
Claims Customer Service.....	877-730-2117
Network Development/Provider Relations	866-796-0530
Appeals/Grievances/Complaints.....	866-796-0530

Important Fax Numbers

Care Management (Submitting an OTR).....	866-694-3649
Quality Management/Incident Reports	866-694-3649
Complaints	866-694-3649
Credentialing	866-694-3735

Verifying Member Eligibility

IVR System	866-447-8773
Health Plan Website.....	www.sunshinestatehealth.com <i>(You must have a provider log-in to access eligibility online)</i>
Cenpatico.....	866-796-0530
Electronic Data Systems (EDS) Website.....	http://mymedicaid-florida.com/ <i>(Choose the "Secure Information for Providers" option under the "Providers" section on the homepage.)</i>

Cenpatico Website
www.cenpatico.com


Claims Address
Cenpatico
PO Box 6900
Farmington, MO 63640-3818

Claims must be received within six (6) months, or 180 days, of the date covered services are rendered.

Health Plan Contact Information

Sunshine Health
866-796-0530
www.sunshinestatehealth.com

Sample Member ID Card

	Rx: US Script 1-800-460-8988 BIN:008019
Name: _____ ID#: _____ PCP Name: _____	Effective Date: _____ DOB: _____ PCP Phone #: _____
If you have an emergency, call 911 or go to the NEAREST emergency room (ER). You do not have to contact Sunshine Health for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Sunshine Health NurseWise® toll-free at 1-866-796-0530, option 7, or TDD/TTY 1-866-796-0524. NurseWise is open 24 hours a day.	

IMPORTANT CONTACT INFORMATION FOR MEMBERS	
Sunshine State Health Plan 400 Sawgrass Corporate Pkwy, Ste 100 Sunrise, FL 33325 www.sunshinestatehealth.com	
Call 1-866-796-0530 (TDD/TTY: 1-866-796-0524) for	
<ul style="list-style-type: none"> • 24/7 Member Services • Prescription Drugs • Pre-Authorization 	<ul style="list-style-type: none"> • 24/7 NurseWise (option 7) • Vision Services • Dental Services • Behavioral Health
For Medical Claims: Sunshine State Health Plan Attn: CLAIMS PO Box 3070 Farmington, MO 63640-3823	For Behavioral Health Claims: Cenpatico Behavioral Health Attn: CLAIMS PO Box 6900 Farmington, MO 63640-3818