

**Florida Provider Quick Reference Guide**

**CBH 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

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

**CBH Website**

[www.cenpatico.com](http://www.cenpatico.com)

**Claims Address**


Cenpatico Behavioral Health  
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 State Health Plan, Inc.  
866-796-0530  
[www.sunshinestatehealth.com](http://www.sunshinestatehealth.com)

**Sample Member ID Card**

	Rx: US Script 1-800-460-8988 DIN:000019
Name:	Effective Date:
ID#:	DOB:
PCP Name :	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.	

<b>IMPORTANT CONTACT INFORMATION FOR MEMBERS</b>	
Sunshine State Health Plan 400 Sawgrass Corporate Pkwy, Ste 100 Sunrise, FL 33325 <a href="http://www.sunshinestatehealth.com">www.sunshinestatehealth.com</a>	
Call 1-866-796-0530 (TDD/TTY: 1-866-796-0524) for	
<ul style="list-style-type: none"> <li>• 24/7 Member Services</li> <li>• Prescription Drugs</li> <li>• Pre-Authorization</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 NurseWise (option 7)</li> <li>• Vision Services</li> <li>• Dental Services</li> <li>• Behavioral Health</li> </ul>
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