

Provider Quick Reference Guide

Sunshine State Health, Inc.

866-796-0530

www.sunshinestatehealth.com

Phone Numbers

Prior Authorizations	866-796-0530 (MMA) 855-463-4100 (Child Welfare)
Claims Customer Service	877-730-2117
Appeals/Grievances/Complaints	866-796-0530
Child Welfare	855-463-4100

Fax Numbers

Utilization Management (Submitting an OTR)	866-694-3649
Quality Management/Incident Reports	866-694-3649
Complaints	866-694-3649
Credentialing	866-694-3735
Clinical Liaison	954-294-8806

State Region Provider Representatives

Bradley Lowe- Regions: 1,2,3,4 &7
727-200-3232
brlowe@cenpatico.com

Lisa Blackstock- Regions: 5,6,7 &8
727-253-7718
lblackstock@cenpatico.com

Yaneth Alvarez- Regions: 9,10 &11
813-399-6969
yalvarez@cenpatico.com

Verifying Member Eligibility

Cenpatico website: www.cenpatico.com

*You must have a provider/practitioner log-in to access eligibility online. Choose the "Secure Information for Providers" option under the "Providers" section on the homepage. Or contact Customer Service at 866-796-0530.

Electronic Data Systems (EDS) Website: <http://mymedicaid-florida.com>

Claims Address

Claims must be submitted within 180days from the date covered services were rendered. Please submit claims to:

Cenpatico
PO Box 6900
Farmington, MO 63640-3818

EDI

Electronic Transactions (EDI) support for HIPAA transactions is provided for the health plan by Centene Corporation. Centene is currently receiving professional, institutional, and encounter transactions electronically, as well as generating an electronic remittance advice/explanation of payment (ERA/EOP). To conduct other HIPAA transactions not listed below, please contact our EDI department at (800) 225-2573, Ext. 25525. All providers are encouraged to contact one of these trading partners to utilize our electronic transaction options.

Availity (800)282-4548
Emdeon (800)845-6592
Gateway EDI (800)969-3666
SSI (800)880-3032

***Payor ID for all MMA/Child Welfare clearing houses is 68068**