



Serious Mental Illness (SMI) Specialty Plan Member Orientation

Welcome to Sunshine Health!

We're here to help you!

Our goal is to help our members take control of every part of their health. We focus on the whole member. Through a team-based approach, including behavioral and medical providers, licensed health clinicians and pharmacists, we'll help you coordinate behavioral, medical, pharmacy and social support services that are critical to good health.

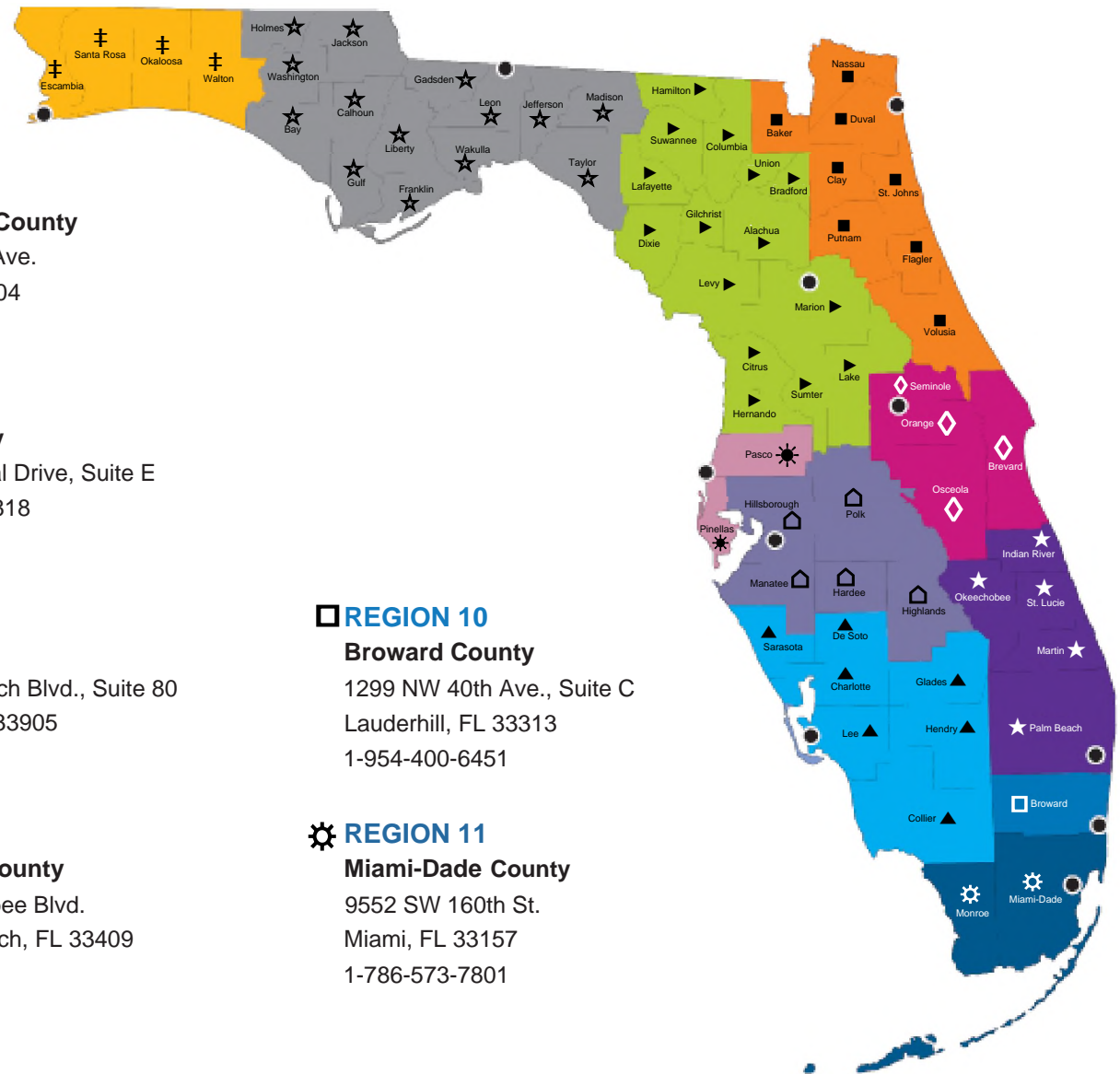


Our Beliefs



- We treat the whole person, not just the physical body.
- We treat people with kindness, respect and dignity to empower healthy decisions.
- We have a responsibility to remove barriers and make it simple to get well, stay well and be well.
- We believe local partnerships enable meaningful, accessible healthcare.
- We know healthier individuals create more vibrant families and communities.

Welcome Rooms



⚡ **REGION 1**
Escambia County
 2620 Creighton Road, Suite 401
 Pensacola, FL 32504
 1-850-473-2801

★ **REGION 2**
Leon County
 2525 S. Monroe St., Unit 1
 Tallahassee, FL 32301
 1-850-523-4301

▶ **REGION 3**
Marion County
 2724 NE 14th St.
 Ocala, FL 34470
 1-352-840-1102

■ **REGION 4**
Duval County
 5115 Normandy Blvd., Unit 1
 Jacksonville, FL 32205
 1-904-348-5257

☀ **REGION 5**
Pasco County
 5035 US Hwy 19
 New Port Richey, FL 34652
 1-727-834-2301

🏠 **REGION 6**
Hillsborough County
 200 W Waters Ave.
 Tampa, FL 33604
 1-813-470-5651

◇ **REGION 7**
Orange County
 6801 W Colonial Drive, Suite E
 Orlando, FL 32818
 1-407-253-7602

▲ **REGION 8**
Lee County
 4901 Palm Beach Blvd., Suite 80
 Fort Myers, FL 33905
 1-239-690-5722

★ **REGION 9**
Palm Beach County
 4278 Okeechobee Blvd.
 West Palm Beach, FL 33409
 1-561-337-3564

□ **REGION 10**
Broward County
 1299 NW 40th Ave., Suite C
 Lauderdale, FL 33313
 1-954-400-6451

⚙ **REGION 11**
Miami-Dade County
 9552 SW 160th St.
 Miami, FL 33157
 1-786-573-7801

Getting Started



It is important for us to hear from you!

- Create an online account. You can manage your benefits, select or change your primary care provider, contact a plan representative, view claims and more.
- Complete a Health Assessment. This is available in your private, online account.
- If you are pregnant, complete a Notification of Pregnancy form. This helps provide all the support you need to have a healthy pregnancy and a healthy baby.



You can access this information in your online account at SunshineHealth.com/login.

Large Provider Network



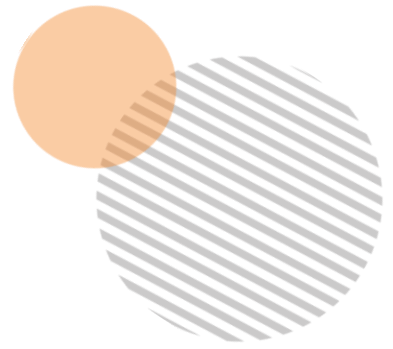
Better healthcare starts with the right doctor.

We have a large network of behavioral health providers to support your needs.

- Members can search for providers using our Find A Provider tool at FindAProvider.SunshineHealth.com.
- Visit our Provider Directory at SunshineHealth.com/Members/SMI/Find-A-Doctor. It lists physicians, hospitals and other healthcare providers that are available to you.
- Choose or change your provider in your private at online account at SunshineHealth.com/login.

Need help finding a provider? Call us at 1-866-796-0530 (TTY: 1-800-955-8770). Our team can assist you in finding a provider for your behavioral health services.

Care Management



SMI Care Managers are trained to understand the unique challenges that you face.

Care Managers coordinate care and services for you, such as:

- Access to behavioral, medical, licensed health clinicians and pharmacists
- Access to services critical to good health
- Provide guidance through the health care system
- Nurses and social workers work with you and your doctors
- Identify needs and find available resources
- We help schedule doctor visits, medical tests, and procedures
- Assist with behavioral, developmental and social services, too



SMI Specialty Plan members will have an assigned SMI Care Manager available to assist you.

Expanded Benefits

- Non-Emergency Transportation
- Chiropractic Services
- Acupuncture Services
- Massage Therapy
- Cell Phone Program
- Pet / Art / Equine Therapy
- Home Delivered Meals
- Limited Housing Assistance



You can find a description of all standard benefits and expanded benefits at SunshineHealth.com/SMI.

In Lieu of Behavioral Health Services

- Partial Hospitalization
- Intensive Outpatient Program
- Community Wraparound Services
- Mobile Crisis
- Sub Acute Detox
- Ambulatory Detox
- Adult Short Term Residential for Substance Use Disorders
- Multi Systemic Therapy



Preferred Drug List (PDL)



Sunshine Health covers drugs that your doctor can prescribe for your good health.

- These drugs are listed on the PDL, which includes brand name and generic medicines.
- Your doctor will use the PDL to choose the best medicine to treat you.
- This list is reviewed by doctors and pharmacists regularly to make sure only the safest and most effective drugs are on the list.
- We cover long-acting injectable medications without prior authorization needed.
- Your case manager can help you coordinate with your doctor and pharmacist. They will assist you with management and making sure you are compliant with taking your medications.



Visit SunshineHealth.com/SMI-Pharmacy to review the Preferred Drug List (PDL).

Over-The-Counter (OTC) Benefit



Sunshine Health covers over-the-counter health and wellness products.

- Sunshine Health households get \$35 per month to order day-to-day health items.
- The \$35 is applied to each head of household. It is not \$35 for each family member.
- You must use the \$35 in the month that you get it. It does not carry over to the next month.



Visit cvs.com/otchs/sunshinehealthmma to order OTC items.

Monthly Allowance for OTC items!

Members can easily shop over-the-counter health and wellness products by:

- Ordering items via the online CVS OTCHS.
- Ordering by phone. Shipping is free. Call 1-888-262-6298 Monday through Friday from 9 a.m. to 8 p.m. local time.
- Shopping in person for items at select CVS stores. Check the store locator or call OTCHS 1-888-628-2770 (TTY: 711) to find the nearest location. [cvs.com/otchs/cms/storelocator](https://www.cvs.com/otchs/cms/storelocator)



Visit [cvs.com/otchs/sunshinehealthmma](https://www.cvs.com/otchs/sunshinehealthmma) to learn more.

myhealthpays[®] Rewards Program

Earn dollar rewards on your My Health Pays[®] Visa[®] Prepaid Card for making healthy choices.**

Earn dollar rewards from My Health Pays[®] for making healthy choices. Ways to earn include getting a flu shot or a health screening. Spend your rewards on everyday items at Walmart[®]. Also spend them on necessities like rent and utilities.**



How do we participate?



It's easy! Login to your secure member portal and follow the steps to setup an account. SunshineHealth.com/login



Visit the Rewards Program webpage to learn more.

SunshineHealth.com/SMI-Rewards

**This card may not be used to buy alcohol, tobacco, or firearms products.

Transportation Services

We can help you get to your appointment!

- Sunshine Health contracts with ModivCare for Medicaid member transportation needs.
- Review transportation FAQs at SunshineHealth.com/SMI-transportation



Call 1-877-659-8420 to make reservations between 8 a.m. and 5 p.m. Monday through Friday. (TTY:1-866-288-3133) Requests must be made 24 hours in advance.

Call 1-877-659-8421 for real-time ride assistance (Where's My Ride).



Member Resources

24-Hour Behavioral Health Crisis Line



We help members in a behavioral health crisis with the Behavioral Health Crisis Line.

- 24-Hour Behavioral Health Crisis Line: **1-866-796-0530 (TTY 1-800-955-8770), press 1 for member, then press ***
- A trained person will listen to the issue and help decide the best way to handle it.
- Those experiencing medical emergencies are prompted to call 911 or go to any emergency room.
- Also remember the **988 Suicide & Crisis Lifeline** - it's like 911, but it's 988. Dial 988 for confidential, free, 24/7/365 support from a trained counselor for mental health, substance use or suicidal crisis.

The help you need any time, day or night!

The 24-Hour Nurse Advice Line is a free service connecting members to a registered nurse to:

- Find a doctor
- Learn where to go for care
- Get answers to health questions



You can call the 24-hour Nurse Advice Line at 1-866-796-0530 (TDD/TTY 1-800-955-8770).



Communication Assistance

If you do not speak English, use a wheelchair, are blind or have trouble hearing or understanding, we can help.

We provide this help at no charge to you. We have:

- People who help us talk with you in your language.
- Telecommunications Relay Service, which helps people who have trouble hearing or talking to make phone calls. Call 711 and give them our Member Services phone number (1-866-796-0530). They will connect you to us.
- Information and materials in large print, audio (sound) and braille.
- Help in making or getting to appointments.
- Names and addresses of providers who specialize in your disability.


Community Resource Database

**Sometimes you need help beyond medical care.
We make finding help easy.**

- The Community Resource Database connects members and caregivers in need with local programs and supports.
- The database makes it easy for people with social needs – and those who help others – to find community programs.
 - ✓ Food Assistance
 - ✓ Support Groups
 - ✓ Education and Training
 - ✓ Housing and Utilities
 - ✓ Financial Help



Visit the Community Resource Database at:
CommunityResources.SunshineHealth.com

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- Our **Community Connections Helpline** can connect you to a wide range of services. **Available to everyone** – not just members!
 - Call **1-866-775-2192 (TTY 711)** Monday through Friday 9 a.m. to 6 p.m.

Complaints and Grievances

We're here to solve problems or concerns with your services or care.

- **Complaints:** Call Member Services. We'll try to solve the issue within one business day.
- **Grievances:** You can write or call us anytime. We'll review your grievance and send you a letter with our decision within 90 days. Clinically urgent grievances will receive a response within 72 hours. If we need more time to solve your grievance, we'll send you a letter with our reason and tell you about your rights if you disagree.

Contact Information:

Phone: 1-866-796-0530
(TTY 1-800-955-8770)

Mailing Address:

Sunshine Health
P.O. Box 459087
Fort Lauderdale, FL 33345-9087

Fax: 1-866-534-5972

Email: Sunshine_Appeals@centene.com

Appeals

If you do not agree with a decision we made about your services, you can ask for an Appeal.

- **Appeals:** Write us, or call us and follow up in writing, within 60 days of our decision about your services. Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.
- We'll send you a letter within five business days to tell you we received your appeal as well as help you complete any forms.
- We'll review your appeal and send you a letter within 30 days to answer you.

Contact Information:

Phone: 1-866-796-0530 (TTY 1-800-955-8770)

Mailing Address:

Sunshine Health

P.O. Box 459087

Fort Lauderdale, FL 33345-9087

Fax: 1-866-534-5972

Email: Sunshine_Appeals@centene.com



Expedited Appeals

If you think waiting 30 days will put your health in danger, you can ask for an Expedited or “Fast” Appeal.

- **Expedited or “Fast” Appeals:** Write us or call us within 60 days of our decision about your services.
- We’ll give you an answer within 48 hours after we receive your request.
- We’ll call you the same day if we do not agree that you need a fast appeal and send you a letter within two days.

Contact Information:

Phone: 1-866-796-0530 (TTY 1-800-955-8770)

Mailing Address:

Sunshine Health

P.O. Box 459087

Fort Lauderdale, FL 33345-9087



Hearing and State Review Rights



If you do not agree with our appeal decision, you can ask for a Medicaid Fair Hearing.

- **Medicaid Fair Hearing:** If you are a Medicaid member and you are not satisfied with our appeal decision, you have 120 days after you get the final decision letter to ask for a Medicaid Fair Hearing. Write to the Agency for Health Care Administration Office of Fair Hearings. You can ask us for a copy of your medical record. You can also ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply. We'll provide you with transportation to your hearing, if needed.
- **MediKids State Review:** If you are a parent or guardian of a MediKids member and you are not satisfied with our appeal decision, you have 30 days after you get the final decision letter to ask for a State Review. In either case, you can write to or call the Agency for Health Care Administration.

You must finish the appeal process before you can have a Medicaid Fair Hearing.

Fraud, Waste or Abuse

We take reports of when Florida Medicaid funds are used in the wrong way seriously. This is called waste, fraud or abuse.

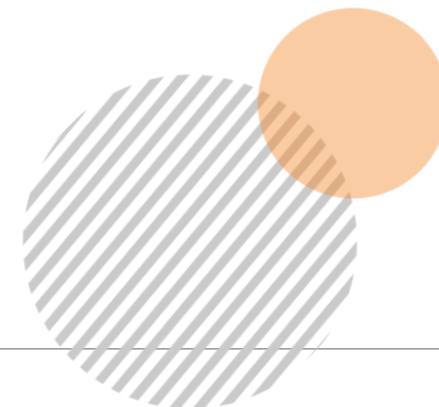
- To report suspected fraud, waste, abuse, or neglect in the Medicaid programs, please use one of the following avenues:
 - AHCA Consumer Complaint Hotline: 1-888-419-3456
 - Florida Attorney General's Office: 1-866-966-7226
 - The Florida Medicaid Program Integrity Office: 1-850-412-4600
- Potential Fraud, Waste or Abuse reporting may be called to Sunshine Health's anonymous and confidential hotline at 1-866-685-8664 or by contacting the Compliance Officer at 1-866-796-0530. You may also send an email to Compliancefl@centene.com.

Reporting Abuse, Neglect, Exploitation of People



If you feel that you are being mistreated or neglected, you can call the Abuse Hotline at 1-800-96-ABUSE (1-800-962-2873) or for TTY/TDD at 1-800-955-8771.

You can also call the hotline if you know of someone else that is being mistreated.



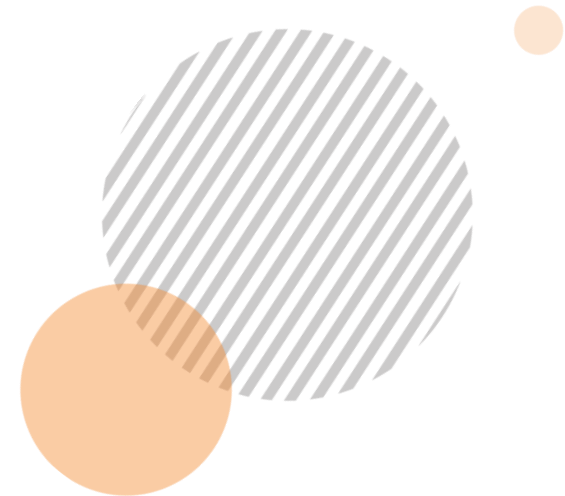
Keeping Your Eligibility

You are required to recertify your Medicaid eligibility each year with the Department of Children and Families (DCF). If you don't, you may lose your Sunshine Health benefits.

Your assigned case manager is happy to assist you with this.

DCF will send you a letter when it's time to do this. This letter will tell you what you need to do. Be sure to provide all of the paperwork that's required, including:

- Social Security Number
- Income information
- Monthly expenses
- Utility bills
- Pay stubs, child support, bank account details and other insurance you have through your job



Keeping Your Eligibility

If you lose coverage, or if you need to recertify, you can renew in a couple of ways:

- Log onto the DCF Access Website at www.myflorida.com/accessflorida
- Call the DCF Access Customer Call Center at 1-866-762 (TTY 1-800-955-8771)
- Visit a DCF partner in your area – you can find locations by:
 - Visiting the DCF Access website
 - Calling the DCF Customer Call Center
- If you lose your eligibility, you'll be removed from our plan. If you regain it within 180 days, you'll return to us.

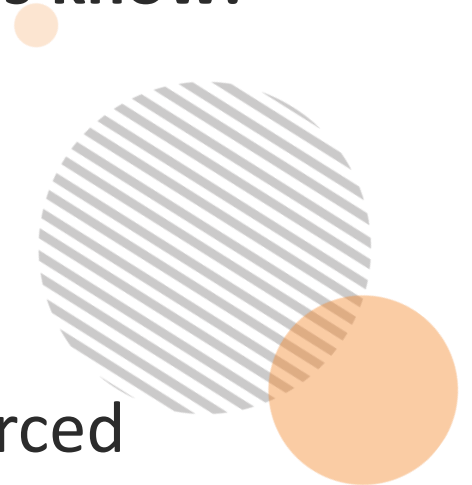
Maintaining Your Eligibility

If there is a major change in your life, let us and these agencies know:

- Department of Children and Families (DCF) and/or
- Social Security Administration (SSA)

A major life change might be if you ...

- Move
- Start a new job or your income changes
- Get health insurance from another company
- Get married or divorced
- Have a baby or adopt a child
- Experience the death of your spouse or child



Have Questions? Call Us!

Our Member Service representatives are just a phone call away!

- You can call us at **1-866-796-0530** (TTY **1-800-955-8770**)
- Available 24 hours a day



Helpful Resources

- [Member Handbook](#)
- [Secure Member Portal Login](#)
- [Member Newsletters](#)
- [OTC Catalog](#)
- [Member Transportation Services](#)
- [Key Contacts](#)



Visit us online at SunshineHealth.com/SMI.

Disclaimer

Sunshine Health provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and other formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services at 1-866-796-0530, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-796-0530, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Si oumenm, oubley on moun w ap ede, gen kesyon nou ta renmen poze sou Sunshine Health, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-796-0530 (TTY 1-800-955-8770).

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sunshine Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-796-0530 (TTY 1-800-955-8770).

Questions?
