



SUNSHINE STATE HEALTH PLAN QUICK REFERENCE GUIDE

For your ease, we have included this reference guide to assist you in the day-to-day operations of your office.

SUNSHINE STATE HEALTH PLAN
1301 International Pkwy
4th Floor
Sunrise, FL 33323
www.sunshinestatehealth.com

DEPARTMENT	TELEPHONE NUMBER	FAX NUMBER
Provider Services	1-866-796-0530	1-866-614-4955
Member Services	1-866-796-0530 1-866-796-0524 (TDD/TTY)	1-866-796-0523
Case Management Prior-Authorization	1-866-796-0530	1-866-796-0527 (Case Mgt) 1-866-796-0526 (Prior-Auth)
NurseWise (24/7 Availability)	1-866-796-0530 (Option 7)	N/A
Cenpatico Behavioral Health	1-866-796-0530 (Option 2)	1-866-694-3730
Pharmacy-Caremark (Specialty Drugs)	1-800-237-2767 (help desk)	1-800-323-2445 (Prior Auth)
US Script	1-866-399-0928 (help desk)	1-866-399-0929

SUBMIT PAPER CLAIMS TO:
 SUNSHINE STATE HEALTH PLAN
 Attn: Claims
 PO Box 3070
 Farmington, MO 63640-3823

SUBMIT CLAIMS APPEALS TO:
 SUNSHINE STATE HEALTH PLAN
 Attn: Appeals
 PO Box 3000
 Farmington, MO 63640-3800

**SUBMIT APPEALS RE: PLAN UTILIZATION MGT
 DECISIONS [NON-CLAIM RELATED]**
 SUNSHINE STATE HEALTH PLAN
 Attn: Utilization Mgt
 1301 International Pkwy
 4th Floor
 Sunrise, FL 33323

ELECTRONIC CLAIMS SUBMISSION
 SUNSHINE HEALTH
 c/o Centene EDI Department
 1-800-225-2573, ext 25525
 or by e-mail to: EDIBA@centene.com

SUBMIT PHARMACY CLAIMS TO:
 US SCRIPT PBM
 2425 W. SHAW AVE
 FRESNO, CA 93711

SUBMIT DME CLAIMS TO:
 CARECENTRIX NATIONAL CLAIMS CENTER
 1100 FOUNDERS PLAZA SUITE 801 E
 HARTFORD, CT 06108

SUBMIT BEHAVIORAL HEALTH CLAIMS TO:
 SUNSHINE STATE HEALTH PLAN
 Attn: Claims
 PO Box 6900
 Farmington, MO 63640-3818