

WELCOME TO SUNSHINE STATE HEALTH PLAN

Thank you for choosing Sunshine State Health Plan (Sunshine Health) for your family's healthcare needs. Sunshine Health provides quality healthcare benefits. These benefits are convenient. They are also affordable. Our main priority is making sure you receive high-quality healthcare coverage.

EASY TO USE

Getting benefits from Sunshine Health is easy. We believe the best way for a member to keep good health is to develop a good relationship with their family physician. That is why each family member selects a Primary Care Physician (PCP). When you need care, all you have to do is call your PCP for an appointment. Tell them you are covered by Sunshine Health. It is that simple.

Do you use any of the following and need help getting into your doctor's office?

- wheelchair.
- walker.
- other aids.

If so, call your doctor's office before you get there. Someone will be ready to help you when you get there. If you would like help talking with your doctor about your special needs, call Member Services at 1-866-796-0530.

TAKING CARE OF YOURSELF AND YOUR CHILDREN

We encourage you and your family to make appointments for regular check-ups.

The following pediatric benefits are also included:

- newborn nursery care
- early childhood visits
- routine wellness visits.

REFERRALS TO SPECIALISTS

Your PCP must coordinate referrals to the following:

- specialists
- hospitals.
- ancillary providers

IMMEDIATE AND EMERGENCY CARE

If you have a serious illness or injury that requires immediate attention, first call your PCP. They know your medical history best. With Sunshine Health you have access to medical services 24 hours a day, 365 days a year. In the event of a potentially life threatening emergency, call 911 or go to the nearest emergency room. Call or have someone call Sunshine Health within 24 hours to notify us of your medical situation.

Some examples of emergencies are:

- Severe pain of any kind
- Change in mental status
- Change in neurological status
- Complications of pregnancy
- Chest pain
- Poisoning
- Acute allergic reactions
- Severe shortness of breath
- Abdominal pain
- Multiple episodes of vomiting or diarrhea
- Fever greater than 100.4°F in infants two months or younger
- Bleeding that won't stop
- Injuries that cause loss of function to a body part
- Symptoms of substance abuse
- Psychiatric disturbances
- Overdose of medication

ID CARDS AND OTHER INFORMATION

Shortly after you enroll, we will mail ID cards to you. They will list your choice of PCPs for you and your family. You will also receive information about benefits and coverage.

We know you will be glad that you selected Sunshine State Health Plan for your healthcare coverage. If you have any questions, please call Member Services at 1-866-796-0530.

FOR ADDITIONAL INFORMATION

If you know of a doctor that is not part of this directory or have any questions, please direct them to call us at 1-866-796-0530.

ABOUT THIS DIRECTORY

The following information is collected from the physician's applications during the initial contracting and credentialing process:

- name.
- gender.
- practice name.
- office location.
- phone numbers.
- languages.
- specialties.
- acceptance of new patients.
- Hospital affiliations

For the most up to date information and to obtain hospital affiliation on any of the providers in the directory, please contact us at 1-866-796-0530. You can also view the most up to date directory on the web at www.sunshinestatehealth.com, or call us at 1-866-796-0530 to request a copy of the directory.

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