



FROM |  sunshine health™

Thank you for participating in our Medicare Advantage Plan.

Sunshine Health supports you and your practice so you can focus on caring for your patients. This orientation packet contains useful information and resources designed to make providing excellent care easier.

Enclosed, you'll find:

- ▶ Introducing Medicare Advantage Booklet
- ▶ Quick Reference Guide
- ▶ Prior Authorization Guide
- ▶ Electronic Funds Transfer (EFT) Features
- ▶ Secure Web Portal Features

Visit AllwellFlorida.com to view your Provider and Billing Manual, news updates, notifications and other valuable resources.

We look forward to working with you this year and beyond to provide the quality coverage, service and care our members — and your patients — deserve.

Sincerely,

Allwell from Sunshine Health

Questions? Call Provider Services at: 1-877-935-8022



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Medicare Advantage Plan Overview

*Healthy Partnerships
are our specialty.*



At Allwell from Sunshine Health, we are dedicated to creating the best healthcare plans for your patients.

And, as our partner, you can count on us to provide:

- Fast and accurate claims payments
- Efficient and convenient processes for providing care to our members
- Responsive Provider Relations Representatives to assist with all of your needs

We are committed to working with you to ensure your patients receive the quality and affordable healthcare they deserve.

Doing More for Our Members

BETTER HEALTHCARE FOR YOUR PATIENTS

Member Benefits and Programs:



Prescription Coverage

Our Medicare Advantage plans include prescription drug coverage to help your patients treat or manage their conditions.



Vision, Dental and Hearing Benefits

In addition to medical benefits, members will be able to keep eye, dental, and hearing health a priority with routine checkups and care.



Transportation Assistance

As a part of our ongoing efforts to be of assistance to our members, we will offer and coordinate free rides to doctor appointments or other medically necessary services.



Fitness Membership

Members can take advantage of free fitness memberships or request an in-home fitness program.



Over-the-Counter Allowance

Every month, members will receive an allowance to spend on certain OTC items that are delivered via mail order.

Allwell from Sunshine Health delivers top-quality, comprehensive coverage for your patients. But the focus doesn't stop there. Our coverage will extend far beyond your office to offer valuable health management programs and educational tools for your patients, making it easier for them to achieve their best possible health.



Care Management

Care Managers will work closely with you and your Allwell patients to make sure their health needs are always met.



24/7 Nurse Advice Line

Members will receive 24-hour, toll-free phone access to registered nurses for answers to their medical questions.



MemberConnections Program

Plan representatives will provide members with in-person support to access their health benefits and community resources to ensure the members' health and safety.



Senior Health Resources

We will partner with our members to keep them engaged in their healthcare – including sending preventive health reminders, providing general health information, or offering support so that they can maintain their best health.



Rewards Program

Members can earn reward dollars when they complete healthy behaviors.

We take care of you.

SO YOU CAN TAKE CARE OF THEM.

Allwell from Sunshine Health provides the tools and support you need to deliver the best quality of care.



Secure Portal Functionality

Access all of your patient information in one place, at one time. On our secure portal, you can view a patient's records, submit claims, verify eligibility, and more.



EFT & ERA Solution

Need help keeping up with claims payments? Enroll in PaySpan to simplify the payment tracking and transfer process.



Pre-Auth Needed Tool

Use this online tool to quickly determine if prior authorization is required for a specific service.



Provider Relations

Our provider relations representatives deliver education and training, industry news updates and regular in-service meetings.



Care Management Programs

We support you by providing additional communications to your patients who are under a care plan with you.

Your Partner in Care.



To learn more about our plans,
visit AllwellFlorida.com.

Simplify Office Administrative Tasks



Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website: AllwellFlorida.com

- Patient care forms
- Pre-Auth Needed tool
- Sunshine Health news
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal: AllwellFlorida.com

- Verify member eligibility
- Access patient health records
- View patient gaps
- Manage prior authorizations
- Submit and manage claims
- And more

Member Eligibility

Check member eligibility via:

- Secure Web Portal
- 1-877-935-8022
- TTY: 711

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during upcoming office visit.
- ✓ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

AllwellFlorida.com

Provider and Member Services: 1-877-935-8022

Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorizations via:

- Secure Provider Portal
- Medical Fax: 1-877-617-0394
- Behavioral Health Fax:
Inpatient: 1-844-244-9755
Outpatient: 1-844-208-9113
- Phone: 1-877-935-8022

Claims

Timely Filing guidelines: 95 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:
Allwell
Attn: Claims P.O. Box 3060
Farmington, MO 63640-3822

Other Partners

To contact our other health services partners:

- Dental
1-877-935-8022
- Vision
1-877-935-8022
- Behavioral Health
1-877-935-8022



AllwellFlorida.com

Provider and Member Services:

1-877-935-8022

How to Secure Prior Authorization



FROM |  **sunshine health.**

Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool on the website to quickly determine if a service or procedure requires prior authorization.

Submit Prior Authorization

If a service requires authorization, submit via one of the following ways:



SECURE WEB PORTAL **AllwellFlorida.com**

This is the preferred and fastest method.

After normal business hours and on holidays, calls are directed to the plan's 24-hour Nurse Advice Line. Notification of authorization will be returned via phone, fax or web.



PHONE

1-877-935-8022



FAX

MEDICAL

1-877-617-0394

BEHAVIORAL HEALTH

INPATIENT: 1-844-244-9755

OUTPATIENT: 1-844-208-9113

See reverse side for a list of services that require prior authorization.

Please note:

- All out-of-network services require prior authorization except emergency care, out-of-area urgent care and out-of-area dialysis.
- Failure to complete the required authorization or certification may result in a denied claim.

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Provider and Member Services: 1-877-935-8022

Procedures Requiring Prior Authorization

THE FOLLOWING LIST IS NOT ALL-INCLUSIVE



Please visit [AllwellFlorida.com](https://www.AllwellFlorida.com)

and use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.

Out-of-Network Services

All out-of-network (non-par) services and providers require prior authorization, excluding emergency care, out-of-area urgent care, or out-of-area dialysis.

Inpatient Admissions

All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admissions including but not limited to:

- Inpatient admission (elective or scheduled)
- Acute Rehabilitation
- Behavioral Health/Substance Abuse
- Long Term Acute Care (LTAC)
- Skilled Nursing Facility (SNF)

Outpatient Procedures/Services/Equipment

- Ambulance: Non emergent
- Behavioral health and substance abuse services
- Clinical trials: Notification
- Cosmetic procedures
- Drug testing for quantitative tests for drugs of abuse
- Durable medical equipment (DME)
- Experimental/investigational services and new technologies
- Gender reassignment services
- Genetic counseling/testing
- Home health services
- Infertility
- Maternity: Notification
- Observation stays greater than 48 hours
- Orthotics/prosthetics
- Outpatient Physical, Occupational and Speech Therapy services
- Pain management
- Radiation therapy
- Select Medicare Part B drugs
- Select radiology services
- Select surgeries
- Sleep studies
- Transplants
- Wound care



**LOG IN TO OUR
SECURE WEB PORTAL**

[AllwellFlorida.com](https://www.AllwellFlorida.com)

Payspan A Faster, Easier Way to Get Paid



FROM |  sunshine health.

.....
Allwell from Sunshine Health offers Payspan, a free solution that helps providers transition to electronic payments and automatic reconciliation.
.....



Improve cash flow

by getting payments faster



Settle claims electronically

through Electronic Fund Transfers (EFTs) and Electronic Remittance Advices (ERAs)



Maintain control over bank accounts

by routing EFTs to the bank account(s) of your choice



Match payments to advices quickly

and easily re-associate payments with claims



Manage multiple payers,

including any payers that are using Payspan to settle claims



Eliminate re-keying of remittance data

by choosing how you want to receive remittance details



Create custom reports

including ACH summary reports, monthly summary reports, and payment reports sorted by date

SET UP YOUR
**PAYSPAN
ACCOUNT**
.....TODAY.....

Visit [Payspanhealth.com](https://payspanhealth.com) and click Register.

You may need your National Provider Identifier (NPI) and Provider Tax ID Number (TIN) or Employer Identification Number (EIN).

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Secure Provider Portal



FROM |  sunshine health.

Manage patient administrative tasks quickly and easily.



Visibility of Multiple TINs

One point of entry allows for quick and easy access to Allwell from Sunshine Health member information for multiple TINs/practices.



Access Daily Patient Lists from One Screen

One concise view allows primary care providers to scan patient lists for Allwell from Sunshine Health member eligibility, care gaps, and much more.



Manage Batch Claims for Free

Submit and manage claims, including batch files, for free. View detailed Electronic Funds Transfer (EFT) payment history.



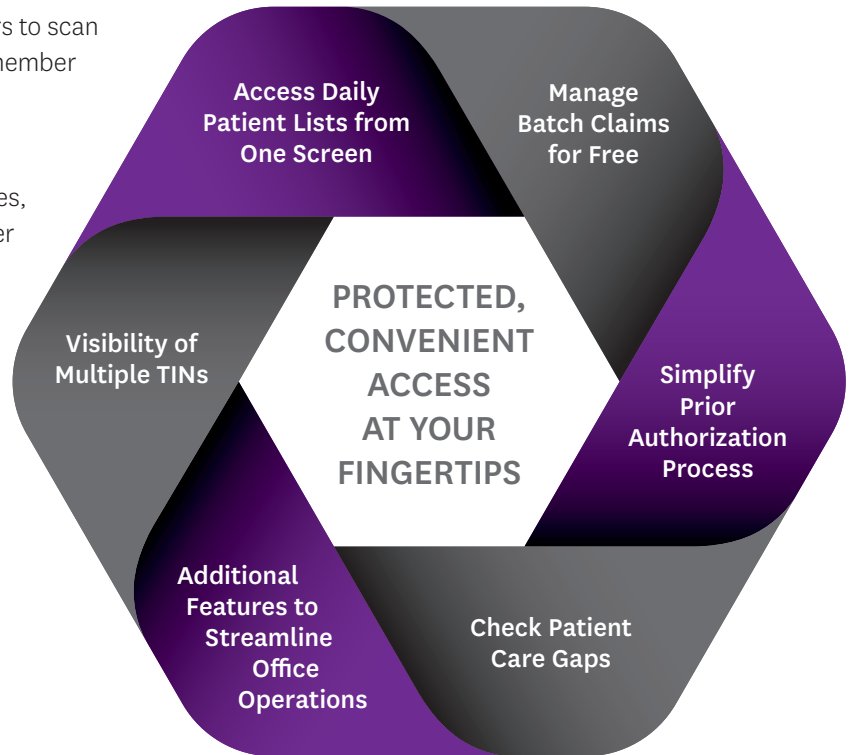
Simplify Prior Authorization Process

"Smart Sheets" feature prompts for required clinical information when submitting prior authorization requests.



Additional Features to Streamline Office Operations:

- View patient demographics & history
- Secure messaging between provider & Allwell from Sunshine Health
- Update provider demographics



QUESTIONS?

Contact Allwell from Sunshine Health at:
1-877-935-8022

Get Started Now!

Visit AllwellFlorida.com and click Create an Account. Have your tax ID number ready during signup.



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