



# How to Secure Prior Authorization

## Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool at [AmbetterHealth.com/FLpre-auth](https://AmbetterHealth.com/FLpre-auth) to quickly determine if a service or procedure requires prior authorization.

## Submit Prior Authorization Requests

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

### *Preferred and fastest methods*

**Availity Essentials:** Register now for the **new secure provider portal**.

A phased rollout will be completed by early 2025.

[Availity.com/documents/learning/LP\\_AP\\_GetStarted](https://Availity.com/documents/learning/LP_AP_GetStarted)

OR

## Secure Web Portal:

[Provider.SunshineHealth.com](https://Provider.SunshineHealth.com)

## Phone: 1-877-687-1169

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 by phone, fax or web.

## Fax:

- **Medical:** 1-855-678-6981
- **Behavioral:** 1-844-208-9113
- **Discharge ONLY DME/Home Health:** 1-833-422-1462

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

## Please note:

- Emergency services DO NOT require prior authorization.
- All out-of-network services and providers DO require prior authorization.
- Failure to complete the required authorization or notification may result in a denied claim.



**Questions? Call: 1-877-687-1169**  
**[AmbetterHealth.com](https://AmbetterHealth.com)**

# Services and Procedures Requiring Prior Authorization



The following list is not all-inclusive:

- Ancillary Services
- Procedures/Services
- Inpatient Admissions
- Air ambulance transport (non-emergent fixed wing airplane)
- Durable Medical Equipment (DME)
- Home healthcare services
- Hospice
- Furnished medical supplies
- Orthotics/prosthetics
- Genetic testing
- Quantitative urine drug screen
- Outpatient Physical, Speech and Occupational therapy administered by Evolent\*
- Submit requests to RadMD.com
- Reconstructive surgery
- Experimental or investigational
- High Tech Imaging administered by Evolent (CT, MRI, PET):
- Submit requests to RadMD.com
- Pain management
- Interventional Pain Management (IPM) administered by Evolent\*
- Submit requests to RadMD.com
- Cardiac and respiratory therapy
- Musculoskeletal surgical procedures administered by TurningPoint Healthcare
- Submit to myturningpoint-healthcare.com
- Observation stays exceeding 48 hours
- Notification is required within 1 business day if admitted
- Transplants (not including evaluations)
- Partial inpatient, PRTF and/or intensive outpatient programs
- All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admit including but not limited to:
  - » Medical admissions
  - » Surgical admissions
  - » Hospice care
  - » Rehabilitation facilities

*\*Effective for dates of service on or after January 1, 2025.*

## Out-of-Network Services

All out-of-network services and providers require prior authorization, excluding emergency services.



Log into our secure web portal:  
[Provider.SunshineHealth.com](https://Provider.SunshineHealth.com)