



How to Secure Prior Authorization

► Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool on [AmbetterHealth.com/FLpre-auth](https://www.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:

🛡️ **Availity Essentials:** Register now for the new secure provider portal.
www.Availity.com/documents/learning/LP_AP_GetStarted
A phased rollout will be completed by early 2025.

Preferred and fastest method

🔒 **Secure Web Portal:**
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**
Buy and Bill Drugs: **1-866-351-7388**

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

❓ **Questions?**
Call: 1-800-442-1623



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.

Services and Procedures Requiring Prior Authorization

The following list is not all-inclusive:

-
- | | | |
|--|---|--|
| <ul style="list-style-type: none">• 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*<ul style="list-style-type: none">– Submit requests to RadMD.com | <ul style="list-style-type: none">• Reconstructive surgery• Experimental or investigational• High Tech Imaging administered by Evolent* (CT, MRI, PET):<ul style="list-style-type: none">– Submit requests to RadMD.com• Pain management• Interventional Pain Management (IPM) administered by Evolent*<ul style="list-style-type: none">– Submit requests to RadMD.com• Cardiac and respiratory therapy• Musculoskeletal surgical procedures• Observation stays exceeding 48 hours• Notification is required within one business day if admitted | <ul style="list-style-type: none">• Transplants (not including evaluations)• Partial inpatient, PRTF and/or intensive outpatient programs• All elective/scheduled admission notifications requested at least five days prior to the scheduled date of admit including but not limited to:<ul style="list-style-type: none">– 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