

Quick Reference Guide



FROM |  **sunshine health.**
Insured by Celtic Insurance Company

Simplify Your Day-to-Day Activities

Keep our Quick Reference Guide nearby to make your administrative tasks quick and easy.

Ambetter.SunshineHealth.com

- Patient Care Forms
- Pre-Auth Needed Tool
- Sunshine Health News
- Provider Newsletter
- Secure Portal
- Preferred Drug List
- HEDIS guides
- Provider and Billing Manual

Verify Member Eligibility

Check eligibility of members via the following:

1. Secure Web Portal: provider.sunshinestatehealth.com
2. 24/7 Toll-Free Interactive Voice Response (IVR) Line: 1-877-687-1169
3. Provider Services: 1-877-687-1169

Prior Authorization

Providers can submit prior authorizations 3 ways:

1. Secure Portal: provider.sunshinestatehealth.com
2. Fax: 1-855-678-6981
3. Phone: 1-877-687-1169

Claims

Timely Filing guidelines: 180 days from date of service

Providers can submit claims 3 ways:

1. Secure Portal: provider.sunshinestatehealth.com
2. Clearinghouses: EDI Payor ID 68069
3. Paper claims should be mailed to:
P.O. Box 5010 | Farmington, MO 63640- 5010

1-877-687-1169

*Provider and
Member Services*

PaySpan Health:

- EFT/ERA service – FREE for Sunshine Health providers
- To register - call 877-331-7154 or visit www.payspanhealth.com