

This reference guide provides a list of the departments at AmeriHealth Caritas Florida that may be helpful in assisting with coordination and authorization of services that a member may need. AmeriHealth Caritas Florida has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. AmeriHealth Caritas Florida provides services in Regions 9 and 11. For more information, contact AmeriHealth Caritas Florida at **1-855-464-8812** or visit [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com).

### Behavioral Health

**Support provided:** behavioral health and substance use services, including case management and inpatient and outpatient authorizations related to acute and post-acute admissions and outpatient services.

**Phone:** 1-855-371-8074

For provider pharmacy assistance press 4, then:

- Provider office or physician, press 2.
- Prior authorization, press 2.
- All other inquiries, press 3.

For inpatient admissions, press 1.

For prior authorization, press 2, then:

- Status of previous submission, press 1.
- For standard authorization, press 2.
- For expedited authorization, press 3.

For claims and other inquiries, press 3.

**Hours of operation during non-holidays:** Monday to Friday 8 a.m. to 5 p.m.

**Contact after hours or weekends:** 1-855-371-3967

For provider assistance press 8, then:

- Member eligibility, press 1.
- Claims status, press 2.
- Remittance advice, press 3.
- Prior authorization, press 4.
- Credentialing, press 6.
- All other inquiries, press 5.

**Special instructions for after hours or weekends:** after hours staff are available to assist in processing urgent requests.

### Escalation contact:

Primary: Faye Colbert 1-225-300-9239

Secondary: Kursten Munson 1-225-300-9192

### Opioid use disorder/substance use disorder contact:

Primary: Maria Diaz Pelaez 1-561-632-5807

Secondary: Tammy Twenhofel 1-407-334-6356

**BH Impact Mental Health Resource Directory:** Connect with behavioral health and substance use services in your area.



## Bright Start® Maternity Program

**Support provided:** nursing review and counseling; nutrition review, prenatal, delivery, and postpartum services; and nursery care in the hospital.

**Phone:** 1-855-371-8076

**Hours of operation during non-holidays:** Monday to Friday from 8 a.m. to 5 p.m.

**Contact after hours or weekends:** 1-855-398-5615

**Escalation contact:**

Primary: Maria Diaz Pelaez 1-561-632-5807

Secondary: Tammy Twenhofel 1-407-334-6356

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## Case Management

**Support provided:** assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers.

**Phone:** 1-855-371-8072

**Hours of operation during non-holidays:** Monday to Friday from 8 a.m. to 5 p.m.

**Contact after hours or weekends:** 1-855-398-5615

**Escalation contact:**

Primary: Maria Diaz Pelaez 1-561-632-5807

Secondary: Tammy Twenhofel 1-407-334-6356

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## Perinatal Care Support

**Support provided:** assistance with appointments after discharge, linking member to community services, education on condition, coordination with treating providers during the perinatal period.

**Phone:** 1-855-371-8076

**Hours of operation during non-holidays:** Monday to Friday from 8 a.m. to 5 p.m.

**Contact after hours or weekends:** 1-855-398-5615

**Escalation contact:**

Primary: Maria Diaz Pelaez 1-561-632-5807

Secondary: Tammy Twenhofel 1-407-334-6356



## Pharmacy

**Support provided:** authorizations related to retail drugs, specialty drugs, and information on what drugs require prior authorization.

**Phone:** 1-855-371-3963

For provider assistance press 2, then:

- Prior authorization, press 1.
- All other inquires, press 2.

For pharmacy assistance, press 3.

**Hours of operation during non-holidays:** 24 hours a day, seven days a week.

**Contact after hours or weekends:** 1-855-371-3963

### Escalation contact:

Primary: Toks Kassim 1-561- 839-2537

Secondary: Patty Oaster 1-267-303-0760

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## Utilization Management

**Support provided:** inpatient and outpatient authorizations related to acute and post-acute admissions and outpatient services, including therapies, radiology, etc.

**Phone:** 1-855-371-8074

For provider pharmacy assistance press 4, then:

- Provider office or physician, press 2.
- Prior authorization, press 1.
- All other inquiries, press 2.

For prior authorization, press 2, then:

- Status of previous submission, press 1.
- For standard authorization, press 2.
- For expedited authorization, press 3.

For claims and other inquiries, press 3.

**Hours of operation during non-holidays:** Monday to Friday 8 a.m. to 5 p.m.

**Contact after hours or weekends:** 1-855-355-9800

For provider assistance press 8, then:

- Member eligibility, press 1.
- Claims status, press 2.
- Remittance advice, press 3.
- Prior authorization, press 4.
- Credentialing, press 6.
- All other inquiries, press 5.

**Special instructions for after hours or weekends:** after hours staff are available to assist in processing urgent requests.

### Escalation contact:

Primary: Lakesha Dickerson 1-225-335-0203

Secondary: Emelia Fernandez-Billiot 1-225-300-9252



## Subcontracted Utilization Management Services

### Coastal Care Services

**Support provided:**

Home health services (HH), private duty nursing, IV infusion, and durable medical equipment (DME).

**Phone:** 1-855-481-0505

Language selection: English, press 1; Spanish, press 2

For provider assistance press 3, then:

- Medicaid, press 2.
- AmeriHealth Caritas, press 1.
- For DME, press 2.
- For HH/IV, press 3.
- Provider relations, press 4.
- AmeriHealth Caritas, press 1.
- For DME, press 2.
- For HH/IV, press 3.

All other inquiries, press 0.

**Hours of operation during non-holidays:** 24 hours a day, seven days a week.

**Contact after hours or weekends:** 1-855-481-0505

**Escalation contact:**

Primary: Evelina Tutino 1-786-879-8913

Secondary: Ysel Garcia 1-305-970-2048

### National Imaging Associates (Evolut)

**Support provided:**

Prior authorization for radiology and cardiac imaging

**Phone:**

**Medicaid:** 1-866-326-6303

- If you have a tracking number, press 8.
- If you are calling to initiate a prior authorization, press 1.
- All other callers, press 2.

**Hours of operation during non-holidays:** Monday to Friday from 8 a.m. to 8 p.m.

**Contact after hours or weekends:** Providers can submit requests or track status of existing requests on weekends or after hours through our online portal at [www.radmd.com](http://www.radmd.com).

**Escalation contact:**

Primary: Charmaine Everett 1-410-953-2615

Secondary: Carla Balzer 1-214-692-3739



## Transportation

### MTM (Medical Transportation Management, Inc.)

**Support provided:** non-emergency transportation home upon discharge

**Phone:** 1-855-371-3968

Access requires 10-digit member ID number

**Hours of operation during non-holidays:** 24 hours a day, seven days a week.

**Contact after hours or weekends:** 1-855-371-3968

**Escalation contact:**

Primary: Stan Alford 1-769-348-8293

Secondary: Deborah Logan 1-317-985-6493

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## 24/7 Nurse Call Line

1-855-398-5615

## Community Resources

### 211

Available 24/7, **211** is a confidential, community helpline and crisis hotline. They provide information and help arrange a multitude of support services and assistance, including assessment, advocacy, and referral to appropriate community agencies. Telephone counseling, crisis intervention, and suicide prevention are also provided.

### findhelp

Findhelp.org, formerly known as “Aunt Bertha”, provides a free online search tool to help find resources for food assistance, help paying bills, and other free or reduced-cost programs.

### Healthy Start Florida

Healthy Start is a free home visiting program that provides education and care coordination to pregnant women and families with children younger than age 3. The goal of the program is to lower risk factors associated with preterm birth, low birth weight, infant mortality, and poor developmental outcomes.

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, please contact **1-855-355-9800 (TTY 1-855-358-5856)**.

### [Searchable AmeriHealth Caritas Florida Provider Directory](#)