

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.

Behavioral Health

Support provided: behavioral health and substance use 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 prior authorization, press 2, then:

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

For inpatient admissions, press 1.

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 1-225-819-6818

Opioid use disorder/substance use disorder contact:

Jenny Salisbury 1-407-717-4506

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: Jenny Salisbury 1-407-717-4506

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: Jenny Salisbury 1-407-717-4506

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: Jenny Salisbury 1-407-717-4506



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 1-305-962-6089

Secondary: Patty Oaster 1-267-303-0760

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: Melissa Wallace 1-603-341-3583



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

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: Colleen Schlea 1-636-695-5513

Secondary: Duane Williams 1-636-695-5706

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, including new programs for the COVID-19 pandemic.

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](#)



www.amerihealthcaritasfl.com