

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 as part of the discharge plan. 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 check their website at <http://www.amerihealthcaritasfl.com>.

## 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

### Hours of operation during non-holidays:

Monday to Friday  
8 a.m. to 5 p.m.

### Contact after hours or weekends:

1-855-371-8074

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

### Escalation contact:

Primary: Ann Marks  
1-215-764-2656

Secondary: Nikki Schnell  
1-843-666-4318

## Pharmacy

### Support provided:

authorizations related to retail drugs, specialty drugs, and information on what drugs require prior authorization.

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

### Hours of operation during non-holidays:

24-hours, 7 days a week

### Contact after hours or weekends:

1-855-371-3963

### Special instructions for after hours or weekends:

N/A

### Escalation contact:

Primary: Tokunbo Kassim  
1-561-839-2537

Secondary: Tori Piliero  
1-561-282-4209

## Behavioral Health

**Support provided:** behavioral health substance use services

**Phone:** 1-855-371-3967

### 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

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

### Escalation contact:

Primary: Kursten Munson  
1-225-819-6818

Secondary: Nikki Schnell  
1-843-666-4318

### Subcontracted Utilization Management Services

#### Coastal Care Services

**Support provided:** home health services, IV infusion and durable medical equipment (DME)

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

**Hours of operation during non-holidays:** Monday to Friday from 8:30 a.m. to 5:30 p.m.

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

**Special instructions for after hours or weekends:** If any issue reaching answering service, call direct 24-hour assistance at 1-786-859-3444

**Escalation contact:**

**Primary:** Evelina Tutino  
1-786-879-8913

**Secondary:** Ysel Garcia  
1-786-879-8914

### Transportation

MTM (Medical Transportation Management Inc.)

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

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

**Hours of operation during non-holidays:** Monday to Friday 8 a.m. to 7 p.m.

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

**Special instructions for after hours or weekends:**  
1-855-371-3968

**Escalation contact:**

**Primary:** Colleen Schlea  
1-636-695-5513

**Secondary:** Brent Phiscator  
1-941-777-6010

### 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:** 1-855-371-8072

**Special instructions for after hours or weekends:**  
1-855-371-8072

**Escalation contact:**

**Primary:** Jenny Salisbury  
1-407-717-4506

**Secondary:** Jennifer Frymyer,  
1-561-282-4255

### Other

#### 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

**Special instructions for after hours or weekends:** 24-hour Nurse Call Line 1-855-398-5615

**Escalation contact:**

**Primary:** Jenny Salisbury  
1-407-717-4506

**Secondary:** Jennifer Frymyer,  
1-561-282-4255

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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)**.

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### Searchable AmeriHealth Caritas Florida Provider Directory



[www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com)