

Staywell™

Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Staywell that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Staywell has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Staywell provides MMA and LTC services in Regions 1, 2, 3, 4, 5, 6, 7, 8, 9, and 11 and also provides services for Seriously Mental Illness, specialty plan in all Regions. For more information contact Staywell at 1-866-334-7927 or check their website at www.wellcare.com/Florida.

Utilization Management

Support provided: Complete authorization and service coordination for members being discharged.

Phone number: 1-877-640-0759

Hours of operation during non-holidays: Monday to Friday from 8am to 5pm EST

Contact after hours or weekends: 1-866-334-7927

Special instructions for after hours or weekends: For any expedited/urgent needs request to be connected to the on call nurse manager.

Escalation contact:

Primary: On call nurse, phone number 813-206-5236

Secondary on call Medical Director, phone number 813-206-7966

Pharmacy

Support provided: Authorizations related to retail drugs, specialty drugs, information on what drugs require a PA, status of submitted authorization requests

Phone number: 877-338-3679

Hours of operation during non-holidays: Monday to Friday from 8 am - 10:30 pm EST

Contact after hours or weekends: 877-338-3679

Special instructions for after hours or weekends: N/A

Escalation contact:

Primary: State Pharmacy Manager, phone number 407-253-7605

Secondary: State Pharmacy Director, phone number 813-206-7508

Subcontracted Utilization Management Services - Regions 8 through 11 Only

Support provided: COORDINATION OF DME AND HOME HEALTH SERVICES

Phone number: 1 855 481 0505

Hours of operation during non-holidays: 8:30AM - 5:30PM

Contact after hours or weekends: 1 855 481 0505

Special instructions for after hours or weekends: Fax complete orders to 1855 481 0606

Escalation contact:

Service type HH& DME – Primary: 786-859-3444

Service type HH& DME – Secondary: 786-402-4186



**All Other Subcontracted
Utilization Management
Services**

Support provided: Staywell coordinates all member discharges through its Utilization Management team.

Phone number: N/A

Hours of operation during non-holidays: N/A

Contact after hours or weekends: N/A

Special instructions for after hours or weekends: N/A

Escalation contact:

Service type- Primary
N/A

Service type-
Secondary N/A

Transportation

Support provided: Non-emergency transportation home upon discharge.

Phone number: 1-877-583-1554

Hours of operation during non-holidays: None

Contact after hours or weekends: 1-877-583-1554

Special instructions for after hours or weekends: None

Escalation contact:

Primary Escalation
Supervisor Team,
phone number 1-866-
436-0457

Secondary N/A

Case Management

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

Phone number: 866-635-7045

Hours of operation during non-holidays: Monday to Friday from 8am to 7pm

Contact after hours or weekends: 1-866-635-7045

Special instructions for after hours or weekends: N/A

Escalation contact:

Primary Nurse
Supervisor, phone
number 813-206-5236

Secondary: Medical
Director, phone
number 813-206-7966

Other

Support provided: N/A

Phone number: N/A

Hours of operation during non-holidays: N/A

Contact after hours or weekends: N/A

Special instructions for after hours or weekends: N/A

Escalation contact:

Primary N/A

Secondary N/A



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 Staywell’s Member Service Department at 1-866-334-7927.

Staywell www.wellcare.com/Florida

The following is an overview of covered services that require a authorization. The Staywell Utilization Management team will help providers in coordinating required services. Providers are also encouraged to refer to our [Authorization Lookup Tool](#) for specific authorization requirements.

Effective March 9, 2020, Staywell will waive all prior authorization requirements for all services (except pharmacy services) for enrollees diagnosed with COVID-19.

The below changes are prior authorization requirement waivers for certain services/benefits impacted by COVID-19 for all enrollees.

Staywell Authorization Requirements	
Benefit	Authorization Required
Addictions Receiving Facility Services	Prior Authorization Required
Allergy Services	No
Ambulance Transportation Services	Prior Authorization May be Required- For Non Emergent Ambulance Transportation Please contact Transportation Broker to coordinate
Ambulatory Detoxification Services	No
Ambulatory Surgical Center Services	Prior Authorization May be Required
Anesthesia Services	Prior Authorization May be Required
Assistive Care Services	Prior Authorization May be Required
Behavioral Health Assessment Services	No
Behavioral Health Overlay Services	Prior Authorization Required
Behavioral Health Services – Child Welfare	Prior Authorization Required

Staywell Authorization Requirements	
Benefit	Authorization Required
Cardiovascular Services	Prior Authorization May be Required
Child Health Services Targeted Case Management	Prior Authorization May be Required
Chiropractic Services	No
Clinic Services	No
Community-Based Wrap-Around Services	Prior Authorization Required
Dialysis Services	No
Durable Medical Equipment and Medical Supplies Services	Prior Authorization May be Required
Early Intervention Services	Prior Authorization May be Required
Emergency Transportation Services	No
Evaluation and Management Services	No
Family Therapy Services	Prior Authorization May be Required
Family Training and Counseling for Child Development	Prior Authorization Required
Gastrointestinal Services	Prior Authorization May be Required
Genitourinary Services	Prior Authorization May be Required
Group Therapy Services	Prior Authorization May be Required
Hearing Services	Prior Authorization May be Required
Home Health Services	Prior Authorization Required
Hospice Services	Prior Authorization May be Required
Individual Therapy Services	Prior Authorization May be Required
Infant Mental Health Pre and Post Testing Services	Prior Authorization Required
Inpatient Hospital Services	Prior Authorization Required
Integumentary Services	Prior Authorization May be Required
Laboratory Services	Prior Authorization May be Required

Staywell Authorization Requirements	
Benefit	Authorization Required
Medical Foster Care Services	Prior Authorization May be Required
Medication Assisted Treatment Services	Prior Authorization May be Required
Medication Management Services	No
Mental Health Partial Hospitalization Program Services	Prior Authorization Required
Mental Health Targeted Case Management	Prior Authorization May be Required
Mobile Crisis Assessment and Intervention Services	No
MultiSystemic Therapy Services	Prior Authorization Required
Neurology Services	Prior Authorization May be Required
Non-Emergency Transportation Services	Contact and coordinate with Transportation broker
Nursing Facility Services	Prior Authorization Required
Occupational Therapy Services	Prior Authorization Required
Oral Surgery Services	Prior Authorization May be Required
Orthopedic Services	Prior Authorization May be Required
Outpatient Hospital Services	Prior Authorization May be Required
Pain Management Services	Prior Authorization Required
Partial Hospitalization Services	Prior Authorization Required
Partners in Care Together for Kids (PIC:TFK), also called Program of All-Inclusive Care for Children (PACC)	Prior Authorization Required
Physical Therapy Services	Prior Authorization Required
Podiatry Services	Prior Authorization May be Required
Prescribed Drug Services	Prior Authorization May be Required
Private Duty Nursing Services	Prior Authorization Required
Psychological Testing Services	Prior Authorization May be Required

Staywell Authorization Requirements	
Benefit	Authorization Required
Psychosocial Rehabilitation Services	Prior Authorization May be Required
Radiology and Nuclear Medicine Services	Prior Authorization May be Required
Regional Perinatal Intensive Care Center Services	No
Reproductive Services	No
Respiratory Services	Prior Authorization May be Required
Respiratory Therapy Services	Prior Authorization May be Required
Specialized Therapeutic Services	Prior Authorization Required
Speech-Language Pathology Services	Prior Authorization Required
Statewide Inpatient Psychiatric Program Services	Prior Authorization Required
Substance Abuse Intensive Outpatient Program Services	Prior Authorization Required
Substance Abuse Short-term Residential Treatment Services	Prior Authorization Required
Therapeutic Behavioral On-Site Services	Prior Authorization May be Required
Transplant Services	Prior Authorization Required
Visual Aid Services	Prior Authorization May be Required
Visual Care Services	Prior Authorization May be Required