

Sunshine Health
Overview of Early Intervention Services (EIS)
and Targeted Case Management (TCM) Billing and Reimbursement

1. EIS and TCM billing and reimbursement during the continuity of care period:

For all newly enrolled members, Sunshine Health allows for a continuity of care (COC) period for EIS and TCM services as we do for other services that the member was receiving prior to enrolling in Sunshine Health. The COC periods are:

- 60 days for MMA members
- 90 days for Child Welfare members

This means that a provider can bill Sunshine Health for the EIS and TCM services that a new member was receiving, prior to enrolling in Sunshine Health, without having a contract in place. Sunshine Health will pay the Medicaid FFS rate for these services, unless the provider was paid more. We will pay that higher amount for the first 30 days.

2. Submission of electronic and paper claims:

a. Location:

Electronic claims can be submitted through several EDI clearing houses. The names and contact information to set up accounts are below:

EDI Clearinghouse	Phone number	website
Availity	800-282-4548	www.availity.com
Emdeon	866-369-8805	www.transact.emdeon.com

Payor IDs that are to be used when submitting an EDI claim are:

- Medical claims: 68069 (for EIS services)
- Behavioral health claims: 68068 (for TCM services)

Paper claims can be submitted to:

Medical Claims (including EIS):	Behavioral health claims (including TCM):
Sunshine Health Plan P.O. Box 3070 Farmington, MO 63640-3823 Attn: Claims Department	Sunshine Health Plan P.O. Box 6900 Farmington, MO 63640-3818 Attn: Claims Department

b. System:

See above.

c. Link to training materials:

Training material for billing EIS and TCM services can be found on our Sunshine Health website, SunshineHealth.com. Under “For Providers,” select “Provider Resources,” then “Provider Training.” Scroll down the page to “Billing Guidelines” under “Other Training Resources.” The direct link is:

<https://www.sunshinehealth.com/content/dam/centene/Sunshine/pdfs/EIS-TCM-billing-guidelines.pdf>

3. Process for reimbursement:

Providers can submit claims as noted above. If an EIS or TCM provider has not executed a contract by the time a region is implemented, Sunshine Health will pay EIS or TCM claims from non-participating providers until the contract is executed.

4. Timeline of reimbursement from receipt of a clean claim:

Sunshine Health follows AHCA guidelines. Clean claims will be adjudicated within 15 days of receipt of an electronic claim or 20 days from receipt of a paper claim.

5. Location of additional training materials for ongoing billing and reimbursement (outside of the continuity of care period):

Additional training can be viewed on our Sunshine Health website, SunshineHealth.com. Under “For Providers,” select “Provider Resources,” then “Provider Training.” Providers may also register for trainings from this webpage.

6. Direct contact information for provider assistance with EIS and TCM billing and reimbursement:

Providers can call our Provider Services help line at 1-844-477-8313.