

Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Miami Children's Health Plan that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Miami Children's Health Plan has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Miami Children's Health Plan provides services in Regions 9 and 11. For more information contact Miami Children's Health Plan at (844) 243-5187 or check their website at miamichildrenshealthplan.com.

Utilization Management

Support provided:

Authorizations for outpatient services and post-acute and sub-acute admissions

Phone number: (844) 243-5187

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

Contact after hours or weekends: (844) 243-5187

Special instructions for after hours or weekends: on-call resources are available through the main line above

Escalation contact:

Primary: Melissa Hartigan, phone number 844-243-5187

Secondary: Scotch Swango, phone number: 844-243-5187

Pharmacy

Support provided:

Authorizations related to retail drugs, specialty drugs.

Phone number: 844-716-5413

Hours of operation during non-holidays: Monday to Friday from 9am to 8pm EST.

Contact after hours or weekends: 844-716-5413

Special instructions for after hours or weekends: on-call resources available through the contact above.

Escalation contact:

Primary Hemal Patel, phone number 844-716-5413

Secondary David Stackhouse, phone number: 844-716-5413

Subcontracted Utilization Management Services (Coastal)

Support provided: Support provided: Authorization for Health Services/ IV infusion/ DME and Medical supplies (Coastal)

Phone number: 1 855-481-0505 or 786-232-4460

Hours of operation during non-holidays: Monday to Friday from 8:30am- 5:30pm

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

Special instructions for after hours or weekends: If any issues reaching through answering service the direct number to on call person is 786-859-3444

Escalation contact:

Primary: Evelina Tutino, phone number 786-879-8913

Secondary: Ysel Garcia , phone: 786-879-8914

Transportation (One Call)

Support provided: non-emergency transportation to and/or from medical services

Phone number: 1-877-611-3446

Hours of operation during non-holidays: 24 hours per day/7 days per week

Contact after hours or weekends: 1-877-611-3446

Special instructions for after hours or weekends: N/A available 24 hours per day/7 days per week

Escalation contact:

All escalations will be handled directly by a Supervisor or Manager on duty.

Escalations after hours or weekends will be handled by designated on-call Supervisor/Manager.

Primary David Gardner,
phone number 1-877-611-3446

Secondary Barb Froilan,
phone 1-877-611-3446

Case Management

Support provided: assistance with appointments post discharge, linking member to community services/resources, education on condition, development of self-management plans, coordination with treating providers

Phone: 1-844-243-5187

E-mail:
CareManagement@miamichildrenshealthplan.com

Hours of operation during non-holidays: Monday to Friday from 9am to 5pm

Contact after hours or weekends: 24/7 Nurse Advice Line - 1-844-243-5187

Special instructions for after hours or weekends:

Escalation contact:

Primary: Lindsay Shaffer,
phone: (844) 243-5187

Secondary: Sharon
Cook-McEwen, phone:
(844) 243-5187

Other (Behavioral Health - Beacon)

Support provided: Authorizations for Behavioral Health services

Phone number: 888-710-2313

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

Contact after hours or weekends: 800-221-5487

Special instructions for after hours or weekends: Utilize number above and request to speak with CNS clinician

Escalation contact:

Primary Carrie Blanchard,
phone number: 786-837-2693

Samantha Pacheco,
phone number 781-686-0877

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 (844) 243-5187.