



## *We Have a 24-Hour Nurse Advice Line for You*

Thank you for opening your home to children in need. At Sunshine Health, we understand the complex needs of children in the child welfare system and how important it is to have answers when you need them. Our Nurse Advice Line, offered at no cost to you, can help when you're not sure how to best care for your child.

Our experienced Registered Nurses are ready to help you any time of the day or night. Our nurses speak English and Spanish, and can assist you via a translation service if you have a different preferred language. We also keep records of calls that will be placed in your child's medical history.

Our 24-Hour Nurse Advice Line can help with things such as:

*My child has a fever. Do I need to go to the ER?*

*My child has a bad cold. Should I take her to urgent care?*

*I took my child to the doctor. Now I have a follow-up question.*

*My child woke up in the middle of the night with stomach pains. What should I do?*

**If you or your child is having a life-threatening condition, immediately call 911 or go to the emergency room.**

CALL  
**1-866-807-4490**

**1-800-955-8770**  
(TTY/TDD)



In addition to medical advice, our Nurse Advice Line can:

- Answer benefit questions
- Find network providers
- Reissue your child's ID card
- Provide supportive program referrals



## MEMBER SERVICES

Monday-Friday: 8 a.m. to 8 p.m., 1-855-463-4100 (TDD/TTY 1-800-955-8770).  
After hours, calls are sent to our 24-hour Nurse Advice Line.

*This information is available for free in other formats and languages. Please contact our customer service number at 1-855-463-4100, TDD 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m. Sunshine Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.*

*Esta información está disponible gratuitamente en otros formatos y lenguajes. Por favor comuníquese con nuestros números de servicio al cliente al 1-855-463-4100, o al Dispositivo de Telecomunicaciones para Sordos (TDD) 1-800-955-8770 de lunes a viernes de 8 a.m. a 8 p.m. Sunshine Health cumple con las leyes civiles Federales aplicables y no discrimina con base a la raza, color, nacionalidad, edad, discapacidad o sexo.*

*Enfòmasyon sa a disponib gratis nan lòt fòm ak lang. Souple kontakte nimewo sèvis kliyantèl la nan 1-855-463-4100, ATME 1-800-955-8770 lendi pou vandredi, 8h00 jiska 20h00. Sunshine Health konfòm avèk lwa federal sou dwa sivik yo epi l pa pratike diskriminasyon selon ras, koulè, orijin nasyonal, laj, andikap oswa sèks.*

## ENROLL IN SUNSHINE HEALTH

**OPTION 1:** Call a Choice Counselor toll-free at **1-877-711-3662**  
(TDD/TTY 1-866-467-4970)

**OPTION 2:** Enroll online at **FLMedicaidManagedCare.com**

To enroll, you must have the Florida Medicaid number or Social Security number and date of birth for each person you wish to enroll.

Sunshine Health is a managed care plan with a Florida Medicaid contract. The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/co-insurance may change. For more information contact the Managed Care Plan.



**SunshineHealth.com**

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