



Magellan Behavioral Health of Florida, Inc.

Contact Information

for providers serving Florida members

Multi-lingual office staff and interpreter services available 24 hours a day, seven days a week

7400 NW 19th Street, Suite C • Miami, FL 33126

Claims Addresses

PMHP Area 2

Magellan Health Services, Inc.
P.O. Box 1536
Maryland Heights, MO 63043

PMHP Area 9

Magellan Health Services, Inc.
P.O. Box 2272
Maryland Heights, MO 63043

PMHP Child Welfare

Magellan Health Services, Inc.
P.O. Box 1498
Maryland Heights, MO 63043

PMHP Area 4

Magellan Health Services, Inc.
P.O. Box 2274
Maryland Heights, MO 63043

PMHP Area 11

Magellan Health Services, Inc.
P.O. Box 2271
Maryland Heights, MO 63043

WellCare Florida (EAS, EHK,

WMC, WHK & WMR)
P.O. Box 1396
Maryland Heights, MO 63043

Phone Numbers

Call the below toll-free phone numbers for:

- Enrollee eligibility information
- Preauthorization of services (services that require authorization)
- Utilization review for on-going services
- Consultation with utilization review staff on a case
- Claims inquiries

Area 2 1-800-327-5548

Area 4 1-800-327-5549

Area 9 1-800-327-6304

Area 11 1-800-424-1693

Child Welfare 1-800-327-5542

StayWell (WMC) 1-866-324-7927

StayWell Kids (WHK) 1-866-698-5437

HealthEase Kids (EHK) 1-800-278-8178

HealthEase (EAS) 1-800-278-0656

Medicare (WMR) 1-888-888-9355

Medicare Access 1-866-637-8041

Fax Number

Use the toll-free fax number below for **initial authorization** reviews and **service request form (SRF)** requests.

Clinical department fax: **1-888-656-2289**

Network Staff

Danielle Dutton, Field Provider Relations Manager 1-800-297-7821, ext. 51207

John Abruzzo, Senior Area Contract Manager 1-800-297-7821, ext. 42238

Network Management 1-800-297-7821

Account Management:

Area 2 & 4 Stephanie Doski, Senior Account Executive 904-524-0040

Area 9 Chris Harris, Senior Account Executive 772-342-7163

Area 11 Audrey Cohen, Senior Account Executive-SBU 305-717-5313

Child Welfare Kelly Staley, Director of Account Management 786-877-9313

WellCare Noah Berger, VP of Enterprise Account Development 678-319-3827

Provider Handbook Supplements

The handbook supplements for Florida are available on the Magellan provider website:

- Go to www.MagellanHealth.com/provider.
- From the top-menu item *News & Publications*, choose *State-, Plan- and EAP-Specific Information*.
- Under *Plan-Specific Information*, click **Florida Medicaid**. You will see all the PMHP area handbook supplements and WellCare Medicaid supplement listed. *Note: PMHP enrollee rights and responsibilities statements are available in English, Spanish and Creole in Appendix C of the online supplements.*
- For WellCare **Florida Medicare**, click *WellCare Medicare and Medicaid* from the *Plan-Specific* List.