



# Lighthouse Health Plan

## Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Lighthouse 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. Lighthouse 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. Lighthouse Health Plan provides services in Regions 1 and 2.

For more information contact Lighthouse Health Plan at 844-243-5176 or check our website [www.lighthousehealthplan.com](http://www.lighthousehealthplan.com)

### Utilization Management

**Support provided:**

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

**Phone number:** 844-824-8846

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

**Contact after hours or weekends:** 844-824-8846

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

**Escalation contact:**

**Primary:** Melissa Hartigan, phone number 844-824-8846

**Secondary:** Scotch Swango, phone number: 844-824-8846

### Pharmacy

**Support provided:**

Authorizations related to retail drugs, specialty drugs.

**Phone number:** 844-716-5412

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

**Contact after hours or weekends:** 844-716-5412

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

**Escalation contact:**

**Primary:** Hemal Patel, phone number 844-716-5412

**Secondary:** David Stackhouse, phone number: 844-716-5412

### Subcontracted Utilization Management Services

**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 number 786-879-8914



### Transportation (One Call)

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

**Phone number:** 1-877-358-3529

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

**Contact after hours or weekends:** 1-877-358-3529

**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 1-877-358-3529

**Secondary:** Barb Froilan, phone number 1-877-358-3529

### 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 number:** (844) 243-5176

**E-mail:**  
[CareManagement@Lighthousehealthplan.com](mailto:CareManagement@Lighthousehealthplan.com)

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

**Contact after hours or weekends:** 24/7 Nurse Advice Line - (844) 243-5176

**Special instructions for after hours or weekends:**

**Escalation contact:**

**Primary:** Ali Garcia, phone number (844) 243-5176

**Secondary:** Sharon Cook-McEwen, phone number (844) 243-5176

### Other (Behavioral Health – Access)

**Support provided:** Authorizations for Behavioral Health services

**Phone number:** 800-342-3222

**Hours of operation during non-holidays:** Monday through Friday, 8am – 5pm CST / 9am – 6pm EST

**Contact after hours or weekends:** The crisis line above is 24 hours/day

**Special instructions for after hours or weekends:** The crisis line above is 24 hours/day

**Escalation contact:**

**Primary:** Carol Clark , phone number 850-469-7672

**Secondary:** Larry Williams, phone number 850-469-3505

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 844-243-5176.

[Lighthouse Health Plan Provider Directory](#)

[Provider Manual](#)