

Discharge Planning Resources

Miami

3470 NW 82nd Avenue,
Suite 1100
Doral, FL 33122
305-671-5437
1-888-372-8633

Provider Service

Center 1-800-452-8633

Member Engagement

Medicare Members 1-800-782-8633
Commercial Members 1-800-882-8633



Discharge Planning

1-888-372-8633

Select option 5, then option 1

Urgent/Emergent Admission Notification

24/7 via fax to 1-800-339-3554

Form can be found at www.avmed.org or call 1-888-372-8633, Monday-Friday 8:30 am - 5:00 pm.

Case Management	Contact	Number	Areas
• Complex/Catastrophic • High-risk maternity • Transitional Care • Transplant • Disease Management (DM)	AvMed	1-800-972-8633 DM 1-833-609-0735	All Florida counties
Behavioral Health		Number	Areas
OPTUM Behavioral Health		1-866-284-6989 Medicare 1-866-293-2689 Commercial	All Florida counties
Durable Medical Equipment ¹		Number	Areas
Integrated Home Care Services		1-844-215-4264 1-844-215-4265 (Fax)	All Florida counties, except Hillsborough, Pinellas, Polk, Pasco and Hernando
BayCare Home Care		1-800-940-5151	Hillsborough, Pinellas, Polk, Pasco, Hernando
Home Health / Home Infusion		Number	Areas
Integrated Home Care Services		1- 844-215-4264 1- 844-215-4265 (Fax)	All Florida counties, except Hillsborough, Pinellas, Polk, Pasco and Hernando
BayCare Home Care		1-800-940-5151	Hillsborough, Pinellas, Polk, Pasco, Hernando
Hospice, LTAC and Skilled Nursing			
Please refer to the online provider directory at AvMed.org . Quick Links>Find A Hospital			
Laboratories		Number	Areas
Quest Diagnostics Consolidated Laboratory Services		1-866-697-8378 904-308-5600	All Florida counties Clay, Duval, Nassau, St. Johns
Hemo Dialysis		Number	Areas
DaVita or Fresenius		Contact local office	Statewide
Ostomy and Wound Care Supplies		Number	Areas
Integrated Home Care Services		1- 844-215-4264 1- 844-215-4265 (Fax)	Statewide (excluding: Hillsborough, Pinellas, Polk, Pasco and Hernando counties)
Medical Directors	Product	Number / Ext.	Areas
Dr. Joby Kolsun	Medicare Commercial	1-800-368-9189 / 26104	Miami-Dade, Broward Broward, Orlando, Tampa, Palm Beach
Dr. Robert Bonnell	Commercial	1-800-432-6676 / 20126	Miami-Dade, Gainesville, Jacksonville

¹ Members should be directed to AvMed's online provider directory at AvMed.org for participating prosthetic and orthotic providers in their area.