



Community Care Plan (CCP) SMMC MMA/SMI (FL Medicaid) Provider Resource Guide

This reference guide provides a list of the departments at CCP that may be helpful in assisting with the coordination and authorization of services that a member may need. CCP has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CCP provides services in Regions E through I. For more information:

Contact CCP Provider Operations at 855-819-9506

or visit our website at [CCPcares.org](https://ccpcares.org)

Behavioral Health

Support provided: assistance with appointments post-discharge, community services, education on condition, coordination with treating providers, etc.

Phone number	866-899-4828, press 1
Hours of operation during non-holidays	Monday to Friday from 8am – 7pm
Contact after hours or weekends	866-899-4828
Escalation contact:	
Primary	Alyssa George 954-622-3358 ageorge@ccpcares.org
Secondary	Claudia Navarro 954-622-3285 clnavarro@ccpcares.org
OUD/SUD Contact Person	Same as Primary/Secondary

[Florida Behavioral Health Impact Mental Health Resource Directory](#)

This program seeks to enhance accessibility of resources for women and children in need of mental health and substance use supports by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.



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Case Management

Support provided: Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers.

Phone number	866-899-4828
Hours of operation during non-holidays	Monday to Friday from 8am – 7pm
Contact after hours or weekends	866-899-4828

Escalation contact:

Primary	Desiree Rodriguez 954-622-3293 derodriguez@ccpcares.org
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Secondary	Claudia Navarro 954-622-3285 clnavarro@ccpcares.org
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Perinatal Care Support

Support provided: Assistance with appointments post discharge, linking member to perinatal care, community services, education on condition, coordination with treating providers, etc.

Phone number	866-899-4828
Hours of operation during non-holidays	Monday to Friday from 8 am – 7 pm
Contact after hours or weekends	866-899-4828

Escalation contact:

Primary	Natalye Oratokhai 954-800-9781 noratokhai@ccpcares.org
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Secondary	Claudia Navarro 954-622-3285 clnavarro@ccpcares.org
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Pharmacy – Prime Therapeutics

Support provided: Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA).

Phone number 800-424-7897

Hours of operation during non-holidays Monday to Friday from 8am – 9pm

Contact after hours or weekends 800-424-7897

Escalation contact:

Primary Julie Bueno
612-329-6358
Julie.Bueno@primetherapeutics.com

Secondary Dan Sheedy
612-318-5631
dan.sheedy@primetherapeutics.com

Subcontracted Home Health Services/DME – Coastal Care Services

Support provided: Covered home health/DME utilization services.

Phone number 855-481-0505

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

Contact after hours or weekends 786-232-4745

Escalation contact:

Primary Evelina Tutino
786-879-8913
etutino@ccsi.care

Secondary Ysel Garcia
305-970-2048
ygarcia@ccsi.care



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Subcontracted Therapy Services – Health Network One (HN1)

Support provided: Covered OT, ST, PT services.

Phone number	888-550-8800
Hours of operation during non-holidays	Monday to Friday from 8:30am – 5:00pm
Contact after hours or weekends	888-550-8800
Special instructions for after hours or weekends	Follow the HN1 message instructions to be connected to the on-call UM supervisor
Escalation contact:	
Primary	Holly Miller 888-550-8800 MillerH@healthnetworkone.com
Secondary	Paula Moretti 954-326-3895 morettip@healthnetworkone.com

Subcontracted Vision Services – iCare Health Solutions/2020 Eyecare

Support provided: Vision services.

Phone number	855-373-7627
Hours of operation during non-holidays	Monday to Friday from 9:00am – 5:00pm
Contact after hours or weekends	855-373-7627
Escalation contact:	
Primary	Marcelo Guerra Cell 786-457-3090 mguerra@myicarehealth.com
Secondary	Yesenia Hernandez Cell 305-561-6204 yhernandez@myicarehealth.com

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Transportation Services – ModivCare Solutions

Support provided: Non-emergency transportation home upon discharge.

Phone number	866-306-9358
Hours of operation during non-holidays	Monday to Friday from 8am – 7pm
Contact after hours or weekends	866-306-9358
Escalation contact:	
Primary	Jasmine Marrero 904-944-8199
Secondary	Militza Castro 737-280-0096

Utilization Management

Support provided: Authorizations related to medical & behavioral health services. DME/Home Health, Pharmacy, Therapy, Transportation and Vision authorizations are to be sent to the subcontractors noted above.

Phone number	866-899-4828
Hours of operation during non-holidays	Monday to Friday from 8am – 7pm
Contact after hours or weekends	866-899-4828
Special instructions for after hours or weekends	Submit requests as Urgent to 844-870-0159
Escalation contact:	
Primary	Juliet Duncan 954-622-3327 jduncan@ccpcares.org
Secondary	Maria Jam Crease 954-622-3251 mcrease@ccpcares.org



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Community Resources

CCP's Community Resources:

ccpcares.org/for-members/member-resources/community-resources/

CCP's Community Corner provides information on events, resources, and tools to help the community meet their social and health needs. This includes links to our [Heart Community Resource Center](#), community events, and community partners. OurHeart.org

Primary Care Provider

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 [866-899-4828](tel:866-899-4828).

Provider Directory

providerdirectory.ccpcares.org/mma

Provider Tools

ccpcares.org/for-providers/provider-tools/