



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

This reference guide provides a list of the departments at CCP that may be helpful in assisting with 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 Region 10. For more information:

Contact CCP at 855-819-9506

or visit our website at [www.ccpcares.org/Providers/MMA/ProviderOperations](http://www.ccpcares.org/Providers/MMA/ProviderOperations)

### Behavioral Health

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

<b>Phone number</b>	866-899-4828, press 1
<b>Hours of operation during non-holidays</b>	Monday to Friday from 800am - 700pm
<b>Contact after hours or weekends</b>	866-899-4828
<b>Escalation contact:</b>	
<b>Primary</b>	Desiree Rodriguez 954-622-3293 <a href="mailto:derodriguez@ccpcares.org">derodriguez@ccpcares.org</a>
<b>Secondary</b>	Claudia Navarro 954-622-3285 <a href="mailto:clnavarro@ccpcares.org">clnavarro@ccpcares.org</a>
<b>OUD/SUD Contact Person</b>	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.

Updated as of 1/1/2023



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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

<b>Phone number</b>	866-899-4828
<b>Hours of operation during non-holidays</b>	Monday to Friday from 800am - 700pm
<b>Contact after hours or weekends</b>	866-899-4828

#### Escalation contact:

**Primary** Desiree Rodriguez  
954-622-3293  
[derodriguez@ccpcares.org](mailto:derodriguez@ccpcares.org)

**Secondary** Claudia Navarro  
954-622-3285  
[clnavarro@ccpcares.org](mailto:clnavarro@ccpcares.org)

### 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.

<b>Phone number</b>	866-899-4828
<b>Hours of operation during non-holidays</b>	Monday to Friday from 800am - 700pm
<b>Contact after hours or weekends</b>	866-899-4828

#### Escalation contact:

**Primary** Elizabeth Antoine  
954-622-3260  
[eantoine@ccpcares.org](mailto:eantoine@ccpcares.org)

**Secondary** Claudia Navarro  
954-622-3285  
[clnavarro@ccpcares.org](mailto:clnavarro@ccpcares.org)



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### Pharmacy - Magellan

**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 800am - 700pm  
**Contact after hours or weekends** 800-424-7897

**Escalation contact:**

**Primary** Charles Hall  
850-212-0838

**Secondary** Mark Gravitt  
804-921-8602

### 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 800am - 700pm  
**Contact after hours or weekends** 888-550-8800

**Escalation contact:**

**Primary** Evelina Tutino  
786-879-891  
[etutino@ccsi.care](mailto:etutino@ccsi.care)

**Secondary** Ysel Garcia  
305-970-204  
[ygarcia@ccsi.care](mailto:ygarcia@ccsi.care)



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### Subcontracted Therapy Services – Health Network One (HN1)

**Support provided:** Covered OT, ST, PT services

<b>Phone number</b>	888-550-8800
<b>Hours of operation during non-holidays</b>	Monday to Friday from 830am - 500pm
<b>Contact after hours or weekends</b>	888-550-8800
<b>Special instructions for after hours or weekends</b>	Follow the HN1 message instructions to be connected to the on-call UM supervisor

**Escalation contact:**

<b>Primary</b>	Terri Epp 954-478-6469 <a href="mailto:EppT@healthsystemone.com">EppT@healthsystemone.com</a>
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### Subcontracted Vision Services – 2020 Eyecare/iCare

**Support provided:** Vision services

<b>Phone number</b>	855-373-7627
<b>Hours of operation during non-holidays</b>	Monday to Friday from 900am - 500pm
<b>Contact after hours or weekends</b>	855-373-7627

**Escalation contact:**

<b>Primary</b>	Marcelo Guerra 855-373-7627 ext. 287 Cell 786-457-3090
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<b>Secondary</b>	Yesenia Hernandez 855-373-7627 ext. 279 Cell 305-240-5042
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## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Transportation

**Support provided:** Non-emergency transportation home upon discharge

<b>Phone number</b>	866-306-9358
<b>Hours of operation during non-holidays</b>	Monday to Friday from 800am-700pm
<b>Contact after hours or weekends</b>	866-306-9358
<b>Escalation contact:</b>	
<b>Primary</b>	Jasmine Marrero 904-944-8199
<b>Secondary</b>	Javier A. Diaz 904-944-8150

### 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.

<b>Phone number</b>	866-899-4828
<b>Hours of operation during non-holidays</b>	Monday to Friday from 800am - 700pm
<b>Contact after hours or weekends</b>	866-899-4828
<b>Special instructions for after hours or weekends</b>	Submit requests as Urgent to 844-870-0159
<b>Escalation contact:</b>	
<b>Primary</b>	Maria Jam Crease 954-622-3251 <a href="mailto:mcrease@ccpcares.org">mcrease@ccpcares.org</a>
<b>Secondary</b>	Juliet Duncan 954-622-3327 <a href="mailto:jduncan@ccpcares.org">jduncan@ccpcares.org</a>

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## **Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide**

### **Community Resources**

CCP's Community Corner: [www.CCPcares.org/CommunityCorner#](http://www.CCPcares.org/CommunityCorner#)

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.

### **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](http://providerdirectory.ccpcares.org/mma)

Provider Resources [www.ccpcares.org/Providers/MMA/ProviderOperations](http://www.ccpcares.org/Providers/MMA/ProviderOperations)