



Effective September 1, 2020 – Community Care Plan (CCP) will provide the following additional delegated services as the District Cares Program third-party administrator (TPA):

- ✓ **Credentialing**
 - New providers and current providers in need of recredentialing should email CCP’s Credentialing Department for more information: CredentialingDept@ccpcares.org.
- ✓ **Provider Services and Contracting**
 - For any questions regarding contracting please contact the PO Hotline at 855-819-9506 or email CCP.Provider@ccpcares.org.
 - Providers with an active contract will not need to recontract with CCP.
 - Providers inquiring about LOIs or new contracts, should contact CCP Provider Operations.
- ✓ **Plan Link**
 - Provider Portal, please visit: <https://e-apply.ccpcares.org/> to request access.

The below delegated services have been in effect as of April 1, 2019:

- ✓ **Enrollee Eligibility Status Verification**
 - Online verification of enrollee eligibility available: <http://planlink.ccpcares.org/> or you may also contact the Health Care District of Palm Beach County for IVR eligibility verification at 866-930-0035.
- ✓ **Authorizations**
 - Submit online authorization requests: <http://planlink.ccpcares.org/>. Note that specialist referral orders must originate with the PCP at the clinics.
 - All services, except for emergency room visits and observation stays, require an approved prior authorization.
 - Online verification of authorization status: <http://planlink.ccpcares.org/> or you may also contact Community Care Plan at 844-410-6782.
- ✓ **Claims Processing**
 - Electronic claims submission
 - Clearinghouse: Availity
 - Payer Name: Community Care Plan (Palm Beach Health District)
 - Payer ID: PBHD1
 - Claims Registration: www.Availity.com
 - Paper claims that require attachments or claims appeals should be mailed to:
CCP/HCDPBC Claims Department
P.O. Box 841109
Pembroke Pines, FL 33084
 - Online verification of claims status: <http://planlink.ccpcares.org/> or you may also contact Community Care Plan at 844-410-6782.
 - Claims appeals must be submitted using the CCP Request for Reconsideration Form available at www.ccpcares.org