



## Community Care Plan (CCP)

# Hospital Discharge Planning 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 as part of the discharge plan. 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 866-899-4828 or check their website at [www.cpc cares.org](http://www.cpc cares.org).

### Utilization Management

Support provided: all covered services excluding behavioral health, pharmacy, vision and non-emergent transportation.

Phone number: 866-899-4828

Hours of operation during non-holidays: Monday to Friday from 8:00am-7:00pm

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: 866-899-4828

### Pharmacy

Support provided: all pharmacy covered services.

Phone number: 800-424-7897

Hours of operation during non-holidays: Monday to Friday from 8:00am-7:00pm

Contact after hours or weekends: 800-424-7897

Special instructions for after hours or weekends: Submit requests as Urgent to 800-424-7913

Escalation contact: 800-424-7897

### Behavioral/Mental Health

Support provided: all covered behavioral/mental health services

Phone number: 800-294-8642

Hours of operation during non-holidays: Monday to Friday from 8:00am-7:00pm

Contact after hours or weekends: 800-294-8642

Special instructions for after hours or weekends: Submit requests as Urgent to 305-514-5321

Escalation contact: 800-294-8642



**Transportation**

Support provided: Non-emergent transportation

Phone number: 866-306-9358

Hours of operation during non-holidays: Monday to Friday from 8:00am-7:00pm

Contact after hours or weekends: 866-306-9358

Special instructions for after hours or weekends: N/A

Escalation contact: 866-306-9358

**Case Management**

Support provided: Assistance with appointments post discharge, linking member to 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 8:00am-7:00pm

Contact after hours or weekends: 866-899-4828

Special instructions for after hours or weekends: N/A

Escalation contact: 866-899-4828

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.

<https://providerdirectory.ccpcares.org/mma>

<https://ccpcares.org/providers/providers-for-mma/provider-services>