![Community Care Plan - The Health Plan with a Heart]

PROVIDER NEWSLETTER

Serving our CCP Provider Community - Spring Edition 2022

Announcements & Reminders

- **Preferred Primary Care Group**: For more information on how you can participate, please contact your assigned Provider Operations Representative.

- **Well Visits**: Did you know that well visits can be completed via telemedicine/telehealth? To do so, the services must use interactive telecommunication equipment, such as, at a minimum, audio and video equipment that permit two-way, real time, interactive communication between the patient and practitioner.

- **COVID-19 Office Closures**: If your office is closed due to COVID-19, please notify your assigned Provider Operations Representative or contact the Provider Operations Hotline at 855-819-9506.

- **Authorization Requests**: CCP is no longer accepting authorization requests via fax. Providers must request authorizations via EPIC/PlanLink only.

- **PlanLink Provider Portal:** PlanLink provides real-time web access to see claims, referrals, coverages, and benefits. To set up your PlanLink account, please contact PlanLink@ccpcares.org or visit e-apply.ccpcares.org.

- **Provider Absence**: For provider absences, in-network providers are required to provide alternative coverage for our members by a participating CCP provider.

- **Provider Webinars**: We are currently hosting provider webinars on various topics. If you would like to receive invitations to participate in upcoming webinars, please contact your assigned Provider Operations Representative or call the Provider Operations Hotline at 855-819-9506. You may also access our previous webinars via the Provider Academy page of our website. From the top menu, simply select "Providers" and then, select "Provider Academy".

- **OB Providers – Continuing Medical Education (CME) Opportunity:** AHCA is offering an online CME learning event emphasizing SBIRT practice tips in the evaluation and management of pregnant women. For additional information and to complete the course, visit SBIRT CME Course.

- **Gold Card Provider Program**: To further the Agency's quality goals, CCP has implemented and maintains a program that reduces or eliminates service authorizations requirements for high performing providers meeting quality performance criteria established by CCP. Providers deemed to be high performing by meeting CCP's quality performance goals, are exempt from the following prior authorization requirements on the plan's prior authorization list:
  - *All Imaging Procedures (CT/MRI)*
  - *All elective OB-GYN procedures*

- **Virtual Community Resource Center**: To help address the social determinants of health, CCP has launched a virtual Community Resource Center, heart. Heart offers free online events and resources related to food, money, job training, housing, and more, and is open to non-members: OurHeart.org

![heart - Health • Education • Access • Resources • Tools - Community Resource Center - Powered by Community Care Plan]

![Availity]

Submit all claims electronically to:

- EDI Clearinghouse Availity
- CCP Medicaid payer ID = **59065**
- CCP FHK Payer ID = **FHKC1**
- CCP payer ID for all others = **59064**

*Proudly representing our owners***:**

![BROWARD HEALTH]

![Memorial Healthcare System]

Announcements & Reminders (continued):

- **Partners in Care:** Coastal Care Services, Inc. (CCSI) and Health Network One (HN1) are our Partners in Care vendors for the clinical administration of Home Health, Home Infusion, Durable Medical Equipment, Outpatient Occupational, Speech and Physical Therapy services for our Medicaid (MMA) and FHK line of business.

Coastal Care Services, Inc. (CCSI)	Home Durable Medical Equipment, Health, Home Infusion	Phone: 833-204-4535 Authorization Fax: 855-481-0606	Website: www.ccsi.care
HN1	Outpatient Occupational, Speech, and Physical Therapy	Phone: 866-899-4828 Authorization Fax: 855-410-0121	Website: www.ataflorida.com

- **Florida Medicaid Web Portal – New and Enhanced Self-Service Features:** Effective February 25, 2022, the secure Florida Medicaid Web Portal has had enhancements completed in the following self-service features:
  - *NPI Self-Service Tool*
  - *NPI to Medicaid ID Search Engine*
  - *Change of Address Wizard*
  - *Discontinued NPI Registration Form (with Exceptions)*

  Visit the Florida Medicaid Web Portal for more information.

- **Virta Health:** Community Care Plan is offering a new program for adults ages 18 to 79 to sustainably and safely reverse type 2 diabetes. Treatment includes a dedicated health coach, diabetes testing supplies, physician-led team care, dietary resources, community support and more, at no cost to the member. Providers can refer members who qualify. Providers and members can learn more at www.virtahealth.com/ccp

How to Become a Participating Provider

If you are interested in becoming a participating provider with CCP, please read our Letter of Interest instructions. If you have any questions, please contact our Provider Operations Hotline at 855-819-9506.

Quality Updates – Contact your Quality Management Specialist with Questions

- **2022 Dates of Service:** NCQA is still accepting telehealth services as indicators of a member being in a measure, as well as measure compliance. Be sure to add modifier GT and Place of service 02.

- **Depression screening in teens and adults**: Please include **G8501** for screenings done with **no** follow-up plan needed or **G8431** for screening done with a follow-up plan in place. **Send the codes with the Claim or Encounter!**

- **Kidney Evaluation for People with Diabetes:** Require an Estimated Glomerular Filtration Rate Lab Test AND a Urine Albumin Creatinine Ratio Lab Test. **Order a GFR and a UACR on all the diabetics on your panel, please!**

Practice Changes

To maintain our Provider Directory and continuity of care for our members, it is essential that you notify Provider Operations of certain changes prior to the effective date of the change for these items:

·Provider Roster Changes ·Group or Provider Demographics ·Tax ID # ·Medicaid ID #