

This quick reference guide was created for your convenience.

✓ **Provider Portal**

- Please e-mail a completed Enterprise System Access Request form to [MHSAccessRequestFormONLY@mhs.net](mailto:MHSAccessRequestFormONLY@mhs.net) to request access to the provider portal, EpicLink.

✓ **Enrollee Eligibility Status Verification**

- Online verification of enrollee eligibility available: <https://epiclink.mhs.net> or you may also contact Community Care Plan at:
  - Phone: 954.622.3499
  - TDD/TTY: 711

✓ **Authorizations**

- Submit online authorization requests: <https://epiclink.mhs.net>
- For an updated list of services requiring prior authorization: <https://ccpcares.org/Providers/MHS/ServicesRequiringPriorAuthorization#ServicesRequiring>
- Online verification of authorization status: <https://epiclink.mhs.net> or you may also contact Community Care Plan at 954.622.3499 or 855.655.5303

✓ **Claims Processing**

- Electronic claims submission
  - Clearinghouse: Availity
  - Payer ID: 59064
  - Claims Registration: [www.Availity.com](http://www.Availity.com)
- Paper claims that require attachments or claims appeals should be mailed to:
 

CCP Claims Department  
P.O. Box 849029  
Pembroke Pines, FL 33084
- Electronic Remittance: [www.Availity.com](http://www.Availity.com)
- Online verification of claims status: <https://epiclink.mhs.net> or you may also contact Community Care Plan at 866-930-0944.
- Claims appeals must be submitted using the CCP Request for Reconsideration Form within 60 days from date of denial. Form is available at <https://ccpcares.org/Forms>
- Electronic Funds Transfer (EFT): <https://ccpcares.org/ElectronicFundsTransferRequestForm>

✓ **Vendors:**

Service	Vendor Name	Phone Number
Pharmacy	Southern Scripts	800.710.9341
Behavioral Health	Evernorth	888.736.7009
Chiropractic Services	ChiroAlliance	877.434.8258
Fertility Program	Progyny	888.597.5065