



## Provider Notice

**TO:** All Community Care Plan - Florida Healthy Kids and Medicaid PCP's,  
Medical and Behavioral Health Specialists, and  
Non-Contracted Behavioral Health Providers – Office Managers

**DATE:** November 1, 2020

**SUBJECT: BEHAVIORAL HEALTH SERVICES**

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Please be advised that effective January 1, 2021, Community Care Plan (CCP) will no longer contract with Carisk Behavioral Health for the management of CCP members covered by Florida Healthy Kids and Medicaid (MMA) for behavioral health services.

### ***For PCP's and Medical Specialists***

In order to access the CCP contracted behavioral health providers, please visit our website: [www.CCPcares.org](http://www.CCPcares.org) for our Provider Directory, or contact the Provider Hotline at 855-819-9506.

### ***For Contracted Behavioral Health Specialists***

#### **Authorization Requests prior to January 1, 2021:**

For requests prior to January 1, 2021, Carisk will continue to process authorizations. Please continue to submit your authorization requests to Carisk.

#### **Authorization Requests on or after January 1, 2021:**

As of January 1, 2021, all behavioral health services that require prior authorizations for Community Care Plan's Florida Healthy Kids and Medicaid lines of business must be submitted to CCP via our Provider Portal, PlanLink. For more information on PlanLink, please visit our website: [www.CCPcares.org](http://www.CCPcares.org).

#### **Claims for Dates of Service prior to January 1, 2021:**

For dates of service prior to the transition, Carisk will continue to process claims. Please continue to submit the appropriate behavioral health claims to Carisk.



### **Claims for Dates or Service beginning January 1, 2021:**

All claims should be submitted to:

*Electronic Claims:*

Community Care Plan (CCP)  
MMA Availity Payer ID: 59065  
FHK Availity Payer ID: FHKC1

*Mail claims with attachments to:*

CCP Claims Department  
PO Box 841309  
Pembroke Pines, FL 33084

### ***For Non-Contracted Behavioral Health Providers***

#### **Continuity of Care:**

While transitioning to CCP, enrollees will not experience an interruption in service(s) or care coordination. CCP will honor any ongoing treatment that was previously authorized by Carisk prior to the transition to Community Care Plan for the duration of the authorization or up to 90 days, whichever first, following the transition on January 1, 2021.

#### **To become a participating provider with CCP:**

If you are interested in becoming a participating provider with CCP for behavioral health, below is a summary of the credentialing process:

1. Provider should submit a Letter of Interest (LOI) via email with the following information to [CCP.Provider@ccpcares.org](mailto:CCP.Provider@ccpcares.org):
  - a. Group Name
  - b. Tax ID
  - c. Group NPI & Medicaid Number
  - d. Provider Name(s)
  - e. Providers NPI & Medicaid Number
  - f. Specialty(s)
  - g. Address
  - h. Phone
  - i. Contracting/Credentialing person name and
  - j. telephone number
  - k. W9
2. CCP's Provider Operations department will review the LOI.
3. After the LOI has been reviewed, a CCP Provider Operations Representative will contact the provider to discuss the appropriate next steps.



We are confident that by working with CCP, we will optimize the coordination of behavioral health services and continue to deliver outstanding healthcare services to our enrollees.

As we prepare for the transition, please contact our Provider Operations Hotline at 855-819-9506 should you have any questions. Thank you in advance for your continued participation in the Community Care Plan network.