
Community Care Plan FHK (CCP - FHK) has entered a contract with the Florida Healthy Kids Corporation (FHKC) to serve the Florida Healthy Kids membership in Broward, Indian River, Martin, Miami-Dade, Monroe, Okeechobee, Palm Beach, and St. Lucie.

This quick reference guide was created for your convenience.

- ✓ **FHK Provider Manual**
 - [ccpcare.org/FHK Provider Manual](https://ccpcare.org/FHK%20Provider%20Manual)
- ✓ **Provider Services and Contracting**
 - For any questions regarding your contract, please contact your assigned Provider Operations Representative or the CCP Provider Operations Hotline at [855-819-9506](tel:855-819-9506) or CCP.Provider@ccpcare.org.
- ✓ **Provider Portal**
 - Please visit <https://e-apply.ccpcare.org> to request access to CCP's provider portal, PlanLink.
- ✓ **Enrollee Eligibility Status Verification**
 - Online verification of enrollee eligibility available:
<http://planlink.ccpcare.org/>
or you may also contact Community Care Plan at [866-930-0944](tel:866-930-0944)
- ✓ **Authorizations**
 - Submit online authorization requests: <http://planlink.ccpcare.org/>
 - For an updated list of services requiring prior authorization:
<https://ccpcare.org/ServicesRequiringPriorAuth>
 - Online verification of authorization status: <http://planlink.ccpcare.org/>
or you may also contact Community Care Plan at [866-930-0944](tel:866-930-0944)
- ✓ **Claims Processing**
 - Electronic claims submission
 - Clearinghouse: Availity
 - Payer Name: Community Care Plan (Healthy Kids)
 - Payer ID: FHKC1
 - Claims Registration: www.Availity.com
 - Paper claims that require attachments or claims appeals should be mailed to:
CCP Claims Department
P.O. Box 841209
Pembroke Pines, FL 33084
 - Timely filing is 180 days from date of service



- Electronic Remittance: www.Availity.com
- Online verification of claims status: <http://planlink.ccpcares.org/> 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): www.ccpcares.org/ElectronicFundsTranferRequestForm

✓ **Vendors:**

Service	Vendor Name	Phone Number
Pharmacy	Magellan Pharmacy Solution	1-800-424-7906
DME	Coastal Care Services, Inc.	1-833-204-4535
Home Health	Coastal Care Services, Inc.	1-833-204-4535
Vision	South Florida Vision / 2020	1-877-296-1299
PT/OT/ST	Health Network One (HN1)	1-888-550-8800
Transportation	One Call	1-866-733-8995

✓ **Behavioral Health Services**

- Please be advised that effective January 1, 2021, Community Care Plan (CCP) has integrated the management of behavioral health services for CCP members. We are confident that this integration will optimize the coordination of behavioral health services and enhance the delivery of healthcare services to our enrollees.

✓ **Adds/Terms/Changes**

- Please submit information on newly added or terminated providers and demographic changes to CCP.Provider@ccpcares.org.