
Community Care Plan MMA (CCP - MMA) has entered a contract with the State of Florida Agency for Health Care Administration (AHCA) to provide Medicaid services to eligible Medicaid beneficiaries as a Provider Service Network (PSN).

This quick reference guide was created for your convenience.

- ✓ **MMA provider handbook**
 - <https://ccpcares.org/mma-provider-handbook>
- ✓ **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 or CCP.Provider@ccpcares.org.
- ✓ **Provider Portal**
 - Please visit <https://e-apply.ccpcares.org> to request access to CCP's provider portal, PlanLink.
- ✓ **Enrollee Eligibility Status Verification**
 - Online verification of enrollee eligibility available: <http://planlink.ccpcares.org/> or you may also contact Community Care Plan at 866-899-4828.
- ✓ **Authorizations**
 - Submit online authorization requests: <http://planlink.ccpcares.org/>
 - For an updated list of services requiring prior authorization: <https://ccpcares.org/providers/providers-for-mma/services-requiring-prior-authorization>
 - Online verification of authorization status: <http://planlink.ccpcares.org/> or you may also contact Community Care Plan at 866-930-0944
- ✓ **Claims Processing**
 - Electronic claims submission
 - Clearinghouse: Availity
 - Payer Name: Community Care Plan (CCP)
 - Payer ID: 59065
 - Claims Registration: www.Availity.com
 - Paper claims that require attachments or claims appeals should be mailed to:
CCP Claims Department
P.O. Box 841309
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.ccpcare.org/> or you may also contact Community Care Plan at 866-899-4828
- Claims appeals must be submitted using the CCP Request for Reconsideration Form within 60 days from date of denial. Form is available at <https://ccpcare.org/claimsreconsiderationform>
- Electronic Funds Transfer (EFT): <https://www.ccpcare.org/ElectronicFundsTransferRequestForm>

✓ Vendors:

Service	Vendor Name	Phone Number
Pharmacy	Magellan Pharmacy Solution	1-800-424-7897
DME	Coastal Care Services, Inc.	1-833-204-4535
Home Health	Coastal Care Services, Inc.	1-833-204-4535
Vision	South Florida Vision / 2020	1-877-296-0799
PT/OT/ST	Health Network One (HN1)	1-888-550-8800 option 2
Transportation	LogistiCare	1-866-306-9358

✓ **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@ccpcare.org.