

PROVIDER NEWSLETTER

Serving our CCP Provider Community – Fall Edition 2023

Announcements & Reminders

- **Provider Operations Representative:** Did you know that all participating providers have a dedicated Provider Operations Representative? For more information, please contact our Provider Operations Hotline at 1-855-819-9506 or via email at ccp.provider@ccpcares.org.
- **Medicaid Eligibility:** All Medicaid providers are required by the Agency of Health Care Administration (AHCA) to maintain an active, enrolled or limited enrolled status with Medicaid to receive payment. For more information on enrollment, please visit [Enrollment Application | Florida Medicaid Web Portal \(flmmis.com\)](https://flmmis.com)
- **Well Visits:** May be completed via telemedicine/telehealth, a service that uses interactive tele-communication equipment, such as, at a minimum, audio and video equipment that permit two-way, real time, interactive communication between the patient and practitioner. Kindly remind members that by completing their annual visit, they will automatically receive a \$20 gift card from CCP.
- **PlanLink Provider Portal:** PlanLink provides real-time web access to submit appeals, see claims, referrals, coverages, and benefits. To set up your PlanLink account, please contact PlanLink@ccpcares.org or visit e-apply.ccpcares.org.
 - Did you know you can now [Check Guest Eligibility](#) and [Check Guest Claims](#) without logging in?
- **Virtual Community Resource Center:** To help address the social determinants of health, CCP offers a virtual Community Resource Center, HEART (Health – Education – Access – Resources – Tools). Heart offers free online events and resources and is open to non-members. Learn more at OurHeart.org.
- **Papa:** Community Care Plan has partnered with Papa, a service that connects eligible members to a Papa Pal for help with companionship, everyday tasks, transportation, and more at no cost to the member. Eligible members can sign up with Papa directly to get started with no referral required from their physician. Visit www.ccpcares.org/papa for additional information.
- **Virta Health:** Virta will work with members to sustainably and safely reverse type 2 diabetes. It is offered to members ages 18 to 79. 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 by visiting [Virta Health Referrals](#). Contact your Provider Operations Representative for more information.
- **Expanded Benefits** are provided to our MMA members free of charge, including:
 - **Financial Literacy:** CCP works with Knowledge of Financial Education (KOFE) to provide education, resources, and tools to assist members in reaching their financial goals. Visit [CCP + KOFE](#)
 - **Tutoring K-12:** CCP offers free online tutoring to Medicaid members, available 24 hours, 7 days a week with Tutor.com. [CCP + Tutor.com](#)
 - and many more
- **Newborn Circumcisions Reimbursement:** Is applicable within the first 12 weeks of birth (84 days) and available upon request during the initial hospitalization visit, in the physician's office, or participating facility. Limit one (1) per lifetime. Authorization is not required for participating providers and facilities. As a reminder, members may not be billed for any CCP covered services as outlined in the Provider Agreement.
- **Healthcare Common Procedure Coding System (HCPCS) Codes Requiring Prior Authorization:** Effective May 15, 2022, a list of HCPCS codes for medications requiring prior authorization has been added to the Providers > Pharmacy > MMA section of our website, and replaces the previous authorization requirement for infusion or injectable medications. View the [MMA Pharmacy Prior Authorization List](#).



Medicaid Redetermination

- For 12 months beginning April 30, 2023, all Medicaid members will be reviewed to “redetermine” if they are still eligible for Medicaid. Members will be contacted about their “redetermination” date and next steps. Some members may no longer be enrolled in Medicaid. CCP provides redetermination dates for your members monthly.
- Members should watch out for a yellow-stripe envelope in the mail advising them when their renewal is due.



SAMHSA

- SAMHSA’s mission is to lead public health and service delivery efforts that promote mental health, prevent substance misuse, and provide treatments and supports to foster recovery while ensuring equitable access and better outcomes. SAMHSA’s practitioner training offers tools, training, and technical assistance to practitioners in the fields of mental health and substance use disorders.

Visit www.samhsa.gov/practitioner-training for more information.

NCQA - Free CME Credits for Healthcare Professionals

- NCQA is proud to offer Goal Attainment Scaling and Antibiotic Stewardship courses for free to health care professionals. Find even more courses offering CME credit on the CCP website. Register for in-person, virtual, or on demand courses covering a wide range of topics at www.ncqa.org/education-training

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.

How to Become a Participating Provider

- If you are interested in becoming a participating provider with CCP, please complete the [Letter of Interest \(LOI\) form](#) on our website. For any questions, contact our Provider Operations Hotline at (855) 819-9506.

Partners in Care


- Please visit our website for a full list of important contacts including Partners in Care (PICs) for our [MMA](#) and [FHK](#) lines of business.

Quality Updates – Contact your Quality Management Specialist with Questions

- For 2023 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.
- Hypertension patients with telehealth visits – have them take a BP reading and document it!
- Adolescents need their Teen Shots! One (1) Tdap given between the 10th and 13th birthday; One (1) MEN given between the 11th and 13th birthday; Two (2) or three (3) HPV between their 9th and 13th birthday. Start early to get the whole Teen series completed BEFORE they turn 13!
- A physical can be done at the same time as a sick visit using modifier 25.

CCP Achieves Great Place To Work Certification



- For the third year, CCP has once again been certified as a Great Place to Work! The prestigious award is based entirely on what current employees say about their experience working at CCP. Our continued success is a testament to the commitment and dedication of our CCP employees.






Submit all claims electronically to:

- EDI Clearinghouse Availity
- CCP Medicaid payer ID = **59065**
- CCP FHK Payer ID = **FHKC1**
- PPUC Payer ID = **BHPP1**
- CCP payer ID for all others = **59064**

Proudly representing our owners:

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Place
To
Work®**

Certified

OCT 2023-OCT 2024

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