

PROVIDER NEWSLETTER

Serving our CCP Provider Community - Spring Edition 2023

Announcements & Reminders

- **Medicaid Redetermination:** Over the next 12 months, 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. Beginning April 30, 2023, some members may no longer be enrolled in Medicaid. Members should watch out for a yellow-stripe envelope in the mail advising them when their renewal is due. *CCP will share redetermination dates for your members starting in March and monthly then after.*
- **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).
- **Provider Section Redesign:** The provider section of our website has been redesigned to improve the provider experience and streamline information so that information can be found quickly and easily. Visit our website, www.CCPcares.org, and go to the [For Providers](#) section.
- **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 see claims, referrals, coverages, and benefits. To set up your PlanLink account, visit e-apply@ccpcares.org or email PlanLink@ccpcares.org.
 - Did you know you can now check patient eligibility and claim status without logging in?
 - [Guest Eligibility](#)
 - [Guest Claims](#)
- **OB Providers – Continuing Medical Education (CME) Opportunity:** AHCA is offering an online CME learning event emphasizing Screening, Brief Intervention, and Referral to Treatment (SBIRT) practice tips in the evaluation and management of pregnant women. For additional information and to complete the course, visit [SBIRT CME Course - cme.ufl.edu](https://cme.ufl.edu).
- **Virtual Community Resource Center:** To help address the social determinants of health, CCP has 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:** Virta will work with members to sustainably and safely reverse type 2 diabetes. It is offered to qualified 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 www.virtahealth.com/ccp. Contact your Provider Operations Representative for more information.
- **Provider Operations Representative:** Did you know that all participating providers have a dedicated Provider Operations Representative? For more information, please contact our Provider Hotline at 1-855-819-9506 or ccp.provider@ccpcares.org.



Expanded Benefits

- **Financial Literacy:** CCP has teamed up with Knowledge of Financial Education (KOFE) to provide education, resources, and tools to assist members in reaching their financial goals: [CCP + KOFE](#).
- **Tutoring K-12:** CCP offers free online tutoring to Medicaid members. The service is available 24 hours, 7 days a week. [CCP + Tutor.com](#).
- **Newborn Circumcision:** To help provide the best possible care to our members, CCP would like to remind you that the reimbursement for newborn circumcision is applicable within the first 12 weeks of birth (84 days). It is available upon request during the initial hospitalization visit, in the physician's office or participating facility. A limit of (1) per lifetime. Authorization is not required for participating providers and facilities. Please remember that members may not be billed for any CCP covered services as outlined in the Provider Agreement.

New List of HCPCS Codes Requiring Prior Authorization

Effective May 15, 2022, a list of Healthcare Common Procedure Coding System (HCPCS) codes for medications requiring prior authorization is included on the [Service Requiring Prior Authorization PDF](#) in the new Utilization Management page of our website. The new HCPCS code list replaces the previous authorization requirement for infusion or injectable medications.

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 visit the new [Become a Provider page](#) in the For Providers section of our website. For any questions, contact our Provider Operations Hotline at (855) 819-9506.

Partners in Care

Coastal Care Services, Inc. (CCSI) and Health Network One (HN1) are our Partners in Care vendors for the clinical administration of Home Health, Home Infusion, Durable Medical Equipment, Outpatient Occupational, Speech and Physical Therapy services for our MMA and FHK line of business.

Coastal Care Services, Inc. (CCSI)	Home Durable Medical Equipment, Home Infusion	Phone: 833-204-4535 Authorization Fax: 855-481-0606	Website: www.ccsi.care
HN1 (Therapy Network Of Florida)	Outpatient Occupational, Speech, and Physical Therapy	Phone: 866-899-4828 Authorization Fax: 855-410-0121	Website: www.ataflorida.com

Quality – 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.

- Please have hypertension patients with telehealth visits 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.



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:

