

PROVIDER NEWSLETTER

Serving our CCP Provider Community - Summer 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 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 \(flmmis.com\)](#)
- **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 Community Care Plan.
- **Telemedicine Rule Changes:** Starting from June 1, 2023, CCP implemented the benefits change of Florida Medicaid to cover telehealth services in accordance with the Agency's promulgated Telemedicine rule and will **no longer cover audio-only** telehealth services. Florida Medicaid will continue to cover store-and-forward and remote patient monitoring services.
- **PlanLink Provider Portal:** PlanLink provides real-time web access to see claims, referrals, coverages, and benefits. To set up your PlanLink account, please contact PlanLink@ccpcares.org or visit e-apply.ccpcares.org.
 - PlanLink has implemented a new Support Desk Line (844) 514-1494 for password reset and other technical assistance.
 - You can now check patient eligibility and claim status without logging in?
 - [Guest - Check Patient Eligibility](#) or [Guest - Check Claims Status](#)
- **Continuing Medical Education (CME) Opportunity:** AHCA is offering an online CME learning event emphasizing SBIRT practice tips in the evaluation and management of pregnant women. For additional information and to complete the course, visit [SBIRT CME Course](#).
- **Mental Health Practitioner Trainings:**
 - The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. They have practitioner tools offering training, and technical assistance to practitioners in the fields of mental health and substance use disorders. For trainings, visit <https://www.samhsa.gov/practitioner-training>.
 - Serious Mental Illness (SMI) is defined as someone over the age of 18 who has (or had within the past year) a diagnosable mental, behavioral, or emotional disorder. For individuals, families, friends, people who have questions, or people who care for someone with SMI, we offer access to resources and answers from a national network of experts. For trainings, visit <https://smiadviser.org/clinicians>.
- **Evidence-Based Practice:** Are you an evidence-based practice (EBP)? We are compiling a directory of evidence-based practices in our region, and if it meets the criteria, we would like to include your practice.



Please contact your assigned Provider Operations Representative or the Provider Operations hotline at 1-855-819-9506 to let us know.

- **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:** CCP 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 and get started with no referral required from their physician. Visit www.ccpcares.org/papa for additional information.
- **Virta Health:** Virta works with members ages 18 to 79 to sustainably and safely reverse type 2 diabetes. 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. To learn about the program, visit www.virtahealth.com/ccp. Providers can refer members who qualify by visiting [Virta Health Referrals](#).
- **Newborn Circumcisions Expanded Benefit:** 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.

Medicaid Redetermination 2023

- 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. Some members may no longer be enrolled in Medicaid.
 - Some members may be automatically reviewed and approved to continue enrollment. They will receive a notice confirming their continued enrollment in Medicaid.
 - To renew their coverage, some members may need to provide additional information. They will receive a notice with the necessary steps 45 days before their renewal date.
- CCP shares redetermination dates for your assigned members in the eligibility list provided monthly.



Prior Authorization Updates

- Effective 8/1/2023, CCP will no longer require prior authorization (PA) for hospital observation services up to 72 hours for our MMA and FHK members. This change is part of our ongoing efforts to streamline our processes and reduce administrative burden for our network providers.
- Please note that this change does not affect the medical necessity criteria or the reimbursement rates for hospital observation services. You are still required to submit claims with the appropriate codes and modifiers, and to comply with all other contractual and regulatory obligations.
- Visit [Service Requiring Prior Authorization](#) to view the list.



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:



Practice Changes

- Our Provider Directory helps our members find and continue care with you. Please notify your Provider Operations representative before you make these changes: 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 submit a Letter of Interest by following this link: [Become a Provider](#). 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, Health, 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 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! Start early to get the whole teen series completed BEFORE they turn 13!
 - 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.
- A physical can be done at the same time as a sick visit using modifier 25.
- In tandem with our providers, CCP is actively working on closing our members' care gaps. To do so, we created a Close the Gap strategy and have already implemented several initiatives, including:
 - Sending a New Year's Well Visit reminder text
 - Providing additional telephone numbers for member outreach
 - Sending community health fair announcement texts
- We will continue to provide updates on our new initiatives throughout the year. In the meantime, please feel free to provide feedback on these initiatives to your Provider Operations Representative and Quality Management Specialist.