

## PROVIDER NEWSLETTER

*Serving our CCP Provider Community – Winter 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](mailto: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. Members are encouraged to complete their annual visit, as doing so will result in an automatic issuance of a \$20 gift card from CCP.
- **PlanLink Provider Portal:** PlanLink provides real-time web access to submit a prior authorization request, appeals, see claims, referrals, coverages, and benefits. To set up your PlanLink account, please contact [PlanLink@ccpcares.org](mailto:PlanLink@ccpcares.org) or visit [e-apply.ccpcares.org](http://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](http://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 such as adolescents and adults over 55 years old with no well visit, and pregnant or postpartum moms, can sign up with Papa directly to get started with no referral required from their physician. Visit [www.CCPcares.org/papa](http://www.CCPcares.org/papa) for additional information.
- **Virta Health:** Virta offers a no-cost program for members aged 18 to 79 to safely reverse type 2 diabetes. It includes a dedicated health coach, testing supplies, physician-led team care, dietary resources, and community support. Providers can refer members who qualify by visiting [www.virtahealth.com/apply](http://www.virtahealth.com/apply). 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 Consolidated Credit (KOFÉ) to provide education, resources, and tools to assist members in reaching their financial goals. Visit [CCP + KOFÉ](#)
  - **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.
- **RSV Vaccine – MMA & FHK Plan:** Starting October 1, 2023, Community Care Plan (CCP) covers the RSV vaccine for pregnant women as part of our efforts to offer optimal care to our members. For the latest reimbursement details, individuals can refer to the [Prescribed Drugs Immunization Fee Schedule](#)
- **Newborn Circumcisions Reimbursement:** This service is available within the first 12 weeks of birth during the initial hospitalization visit or at a participating facility and is limited to one per lifetime. No authorization is required for participating providers, and members should not be billed for CCP covered services as per the Provider Agreement.



- **Healthcare Common Procedure Coding System (HCPCS) Codes Requiring Prior Authorization:** Starting May 15, 2022, a list of HCPCS codes for medications requiring prior authorization was 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](#).
- **Pharmacy Reminder: Prescription Drug Monitoring Program (PDMP):** All Medicaid prescribers of opioids schedules II-V should always check the Electronic-Florida Online Reporting of Controlled Substances Evaluation(E-Forcse) system prior to writing a prescription for opioids. For more information on PDMP please visit [www.e-forcse.com](http://www.e-forcse.com).

### Medicaid Redetermination

- From April 30, 2023, Medicaid started to review member eligibility for the next 12 months. Members are notified about their "redetermination" date and some may lose Medicaid eligibility. CCP provides monthly redetermination dates to Providers, and members should watch for a yellow-stripe envelope in the mail indicating their renewal due date.



### SAMHSA

- SAMHSA leads mental health and substance misuse efforts, providing practitioner training for better outcomes and equitable access. Visit [www.samhsa.gov/practitioner-training](http://www.samhsa.gov/practitioner-training) for more information.

### NCQA - Free CME Credits for Healthcare Professionals

- Register for in-person, virtual, or on demand courses covering a wide range of topics at [www.ncqa.org/education-training](http://www.ncqa.org/education-training).

### Practice Changes

- Notify Provider Operations of changes related to Provider Roster, Group or provider demographics, Tax ID, and Medicaid ID before the effective date to ensure continuity of care and maintain the Provider Directory.

### 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

- For a full list of important contacts including Partners in Care (PICs) for our MMA and FHK lines of business, please visit [our website](#) (Providers > Resources > Important Contacts).

### 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.
- For hypertension patients with telehealth visits, please 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 10<sup>th</sup> and 13<sup>th</sup> birthday.
  - One (1) MEN given between the 11<sup>th</sup> and 13<sup>th</sup> birthday.
  - Two (2) or three (3) HPV between their 9<sup>th</sup> and 13<sup>th</sup> birthday.
- 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:**

