

PROVIDER NEWSLETTER

Serving our CCP Provider Community - Fall Edition 2021

Announcements & Reminders

- **Preferred Primary Care Group:** For more information on how you can participate, please contact your assigned Provider Operations Representative.
- **Well-Child Visits:** Pediatric Primary Care Physicians (PCPs) are encouraged to schedule and perform the annual well-child visit in an office setting or via telemedicine/ telehealth for ages over 24 months during the COVID-19 state of emergency. Telemedicine/ telehealth services that use 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. CCP will reimburse and claims must include modifier GT and POS 2 on the CMS-1500 claim form.
- **COVID-19 Office Closures:** If your office is closed due to COVID-19, please notify your assigned Provider Operations Representative or contact the Provider Operations Hotline at 855-819-9506.
- **COVID-19 Vaccine:** Please be advised that effective March 15, 2021, CCP reimburses for the administration of the COVID-19 vaccine per [AHCA policy](#).
- **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 planlink.ccpcares.org/
- **MMA Prior authorizations:** Effective July 1, 2021, CCP has reinstated prior authorizations for all services.
- **Provider Absence:** In-Network providers are required to provide alternative coverage for our members by a participating CCP provider.
- **Authorization Requests:** CCP is no longer accepting authorization requests via fax. Providers must request authorizations via EPIC/PlanLink only.
- **Provider Webinars:** We are currently hosting Provider webinars on various topics. If you would like to receive invitations to participate in upcoming webinars, please speak to your Provider Operations Representative or contact the Provider Operations Hotline. You may also access our previous webinars via [our website](#): From the top menu, simply select "For Providers" and then, select "Provider Academy".



Provider Operations Hotline:
(855) 819-9506

Member Services Hotline:
(866) 899-4828

Website: www.CCPcares.org



Submit all claims electronically to
EDI Clearinghouse Availity
CCP Medicaid payer ID = **59065**
CCP FHK Payer ID = FHKC1
CCP payer ID for all others = **59064**

Proudly representing our owners:



Important Topics

Announcements & Reminders (continued):

Partners in Care:

- Effective 1/1/2021, CCP is no longer partnering with Carisk (Concordia). CCP is now managing Behavioral Health services.
- 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 Medicaid (MMA) and FHK line of business.

CCSI	Home Health, Home Infusion, Durable Medical Equipment	Phone: 833.204.4535 Authorization Fax: 855.481.0606	Website: www.ccsi.care
HN1	Outpatient Occupational, Speech, and Physical Therapy	Phone: 866-899-4828 Authorization Fax: 855.410.0121	Website: www.ataflorida.com

How to Become a Participating Provider

- If you are interested in becoming a participating provider with Community Care Plan, please visit [CCP LOI](#). For any questions, contact our Provider Operations Hotline at (855) 819-9506.



Quality Updates

HEDIS MY 2021 Changes:

- For 2021 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.
- Depression screening in teens and adults: include **G8501** for screening done/**no** follow up plan needed or **G8431** for screening done/follow up plan in place.
- Please contact your Quality Management Specialist for any questions.



Virtual Community Resource Center

To help address the social determinants of health, CCP has launched a virtual Community Resource Center, heart. Heart offers free online events and resources and is open to non-members. Visit OurHeart.org.

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:

- | | | | |
|--------------------------|------------|-------------------------|-----------------------------------------------|
| • Name/
Practice Name | • Phone # | • Medicaid # | • Provider Leaving/
Joining Group Practice |
| • Address | • Tax ID # | • Change Effective Date | • Addition/Deletion of
Hospital Privileges |