



## PROVIDER NEWSLETTER

SERVING OUR CCP PROVIDER COMMUNITY - SPRING EDITION 2020

### Announcements & Reminders

- **COVID-19:** If your office is closed due to COVID-19, please notify your assigned provider operations representative or you may contact the Provider Operations Hotline at 855-819-9506.
- **MMA Prior authorizations waived** for medically necessary physician and hospital services, home health services, and DMEs. CCP is also waiving prior authorization requirements for all services (except pharmacy services) necessary to appropriately evaluate and treat CCP MMA enrollees diagnosed with COVID-19.
- **Telemedicine/telehealth services** that use interactive telecommunication 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.
- **PlanLink Provider Portal:** PlanLink provides real-time web access to see claims, referrals, coverages, and benefits. To set up your PlanLink account, please contact Provider Operations.
- **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 CCP website: [www.ccpcares.org](http://www.ccpcares.org) Simply select "For Providers" from the top menu and then select "Provider Academy".

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

### Effective January 1, 2020, New Partners in Care:

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

**Provider Operations Hotline:**  
**(855) 819-9506**

**Member Services Hotline:**  
**(866) 899-4828**

**Website:** [www.ccpcares.org](http://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

### How to Become a Participating Florida Healthy Kids Provider



If you are interested in becoming a participating provider with Community Care Plan for the Florida Healthy Kids program, please contact our Provider Operations Hotline at (855) 819-9506.

### Quality Provider Tips:

- Please encourage your patients to bring all medications they are taking, and discuss and reconcile their medications during each visit.
- Please order and encourage your diabetic patients to get their HbA1c testing completed.

