

PROVIDER NEWSLETTER

Serving our CCP Provider Community— Fall Edition 2019

Announcements & Reminders

- **PlanLink Provider Portal:** EPIC Care Link 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:** Effective January 1st, 2019, 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 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



Do you know who
your CCP MMA
Provider Operations
Representative is?

To schedule an appointment
with your representative,
please contact the
Provider Hotline at
(855) 819-9506.

Provider Operations Hotline:
(855) 819-9506

Member Services Hotline:
(866) 899-4828

Website: www.ccpcares.org



Submit all claims electronically to
EDI Clearinghouse Avility
CCP Medicaid payer ID = **50965**
CCP payer ID for all others = **59064**

Proudly representing our owners:





Important Topics

Florida Healthy Kids

We are pleased to announce that effective January 1, 2020, CCP will be a health plan for KidCare's Florida Healthy Kids (FHK) program for eight South Florida counties:

- Broward
- Martin
- Monroe
- Palm Beach
- Indian River
- Miami-Dade
- Okeechobee
- St. Lucie

How to Become a Participating FHK Provider

If you are interested in becoming a participating provider with CCP for the Florida Healthy Kids program, below a summary of the credentialing process:

1. Provider should submit a Letter of Interest (LOI) via email with the following information to CCP.Provider@ccpcares.org:
 - Group Name
 - Tax ID
 - Group NPI & Medicaid Number
 - Provider Name(s)
 - Providers NPI & Medicaid Number
 - Specialty(s)
 - Address
 - Phone
 - Contracting/Credentialing person name and telephone number
 - W9
2. CCP's Provider Operations department will review the LOI.
3. After the LOI has been reviewed, a CCP Provider Operations Representative will contact the provider to discuss the appropriate next steps.

Pharmacy

Visit the For Providers - Provider for MMA - Pharmacy page of the CCP website (www.ccpcares.org/providers/providers-for-mma/pharmacy) to view:

- Preferred Drug List (Drug Formulary)
- Formulary Changes Summary Report
- Contact information for our Pharmacy Benefit Manager (PBM), Magellan RX (to submit a Prior Authorization, contact info for Magellan Specialty Pharmacy)
- Pharmacy Locator to find an in-network pharmacy provider
- Opioid Educational Resources for Providers



Important Topics

Quality

CCP would like to extend a heartfelt thank you to all of our providers for the fantastic care of our enrollees. Your quality and integrity reflect our values as the health plan with a heart. We recognize the difference you make in the lives of our enrollees every day. Here are some key pointers for improvement.

Referrals: Per the Annals of Family Medicine report, 45% of physicians receive new patients through doctor referrals yearly. Referrals are sometimes necessary to enhance the overall patient experience and reduce care gaps. After referring a patient:

- Use a protocol that is followed by all providers in the office to ensure follow up is conducted.
- Once the patient has been seen by the specialist, request a consult report or medical records.
- Review with patient and assess, if necessary. Document.
- If the referral isn't completed, speak with your patient to determine why and document the response.

Patient Education: To improve healthcare outcomes it is important to spend time educating your patients. When they are knowledgeable, they are more inclined to make well informed decisions about their care.

- When education is provided, be as specific as possible when documenting what was discussed.
- We understand that "education was given" but, what did you tell the patient?
What recommendations were given? What was their response? Did they indicate a full understanding of what you explained?

Allergies: A good medication history should encompass previous drug reactions, including hypersensitivity reactions. Hypersensitivity reactions are often poorly documented or not explored in detail, leading to unnecessary drug avoidance. When documenting a patients allergy to medications, be sure to include:

- The previous adverse drug reaction, the nature and time course. I.e. nausea with Moxatag.
- The previous hypersensitivity reactions, the nature and time course. I. e. a rash with penicillin.

Emergency Plans: Emergency plans serve as a tool to discover unrecognized hazardous conditions and allow you the opportunity to eliminate them. It also promotes safety awareness for staff.

An emergency drill should:

- Be conducted at least once, annually.
- Always be documented.

Overall, it is important to ensure that your documentation is specific and elaborative. Good documentation is key to protect our programs, patients and you as the provider.