

PROVIDER NEWSLETTER

Serving our CCP Provider Community— Summer Edition 2020

Announcements & Reminders

- **Preferred Primary Care Group:** We are currently implementing a Preferred Primary Care Group initiative. 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 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.

- **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.
- **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.
- **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.
- **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 Simply select "For Providers" from the top menu 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 own-



Important Topics

Announcements & Reminders (continued):

- **New Partners in Care:** Please be advised that effective January 1, 2020, Coastal Care Services, Inc. (CCSI) and Health Network One (HN1) have been selected as our new 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 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 Updates:

- **HEDIS MY 2020 Changes:**

For 2020 Dates of Service, NCQA is accepting telehealth services as indicators of a member being in a measure, as well as measure compliance. Some changes include:

- CBP - Remote monitoring for blood pressure accepted for compliance
- AAP - Telephonic and Online Visits accepted for compliance

Please contact your Quality Management Specialist for any questions.

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