

### **Information about your Health and Benefits**

Community Care Plan (CCP) provides information online to help you understand your health benefits and how to use them. Visit [www.CCPCares.org](http://www.CCPCares.org), Members – Medicaid (MMA)/ Birth, Baby, & Beyond – Medicaid Member Handbook for information on the topics below. Want a paper copy of this information? Please call Member Services at 1-866-899-4828, TTY/TDD 1-855-655-5303.

- **Your Plan Identification Card (ID card)**
  - Medical Pre-Authorization
- **Your Privacy**
- **Getting Help from Our Member Services**
- **Do You Need Help Communicating?**
  - If you do not speak English
  - For people with disabilities
- **When Your Information Changes**
- **Your Medicaid Eligibility**
- **Enrollment in Our Plan**
- **Leaving Our Plan (Disenrollment)**
- **Managing Your Care**
  - Case Management
- **Accessing Services**
  - Providers in Our Plan
  - Providers Not in Our Plan
  - What Do I Have to Pay For?
  - Choosing a Primary Care Provider (PCP)
  - Choosing a PCP for Your Child
  - Specialist Care and Referrals
  - Urgent Care
  - After Hours Care
  - Hospital Care
  - Emergency Care
  - Access Rules
- **Your Member Rights**
- **Your Member Responsibilities**
- **Helpful Information About Your Benefits**
  - Filling Prescriptions
  - Disease Management Programs
  - Prenatal/ Postpartum Pregnancy Program
- **Your Plan Benefits: Managed Medical Assistance Services**
- **Your Plan Benefits: Expanded Benefits**
- **Member Satisfaction**
  - Complaints, Grievances, and Plan Appeals
  - Medicaid Fair Hearings (for Medicaid Members)
- **Other Important Information**
- **Additional Resources**
- **Forms**