



Provider Notice

TO: All Community Care Plan Medicaid (MMA) Providers

DATE: November 2020

SUBJECT: **Provider Information, including Provider Manual and Provider Satisfaction Survey Results**

Community Care Plan (CCP) '*the health plan with a heart*' values you as a partner. To keep you updated, we want you to know where you can access important information about your partnership with CCP.

We want you to know that your Provider Manual is available at www.ccpcares.org and includes information on a variety of topics such as:

- Preferred Drug List
- Member Rights and Responsibilities
- Case and Disease Management Programs
- How to access UM Criteria

If you would like to review our provider satisfaction survey results, please review our provider newsletter at www.ccpcares.org.

On an annual basis, CCP also informs our members about their health benefits.

To accomplish this goal, CCP is mailing a postcard to our MMA members. This postcard outlines how to access these topics online in their Medicaid Member Handbook located at **www.CCPcares.org, Members – Medicaid (MMA)/Birth, Baby, & Beyond – Medicaid Member Handbook**. Members can request a paper copy of this information by calling CCP Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303.

Should you have any questions, please contact your CCP Provider Representative or call our Provider Operations Hotline at 855-819-9506. Providers can request a paper copy of this information by calling 1-866-899-4828 TTY/TDD 1-855-655-5303.