

Information about your Health and Benefits

Community Care Plan – Florida Healthy Kids provides information online to help you understand your child’s health benefits and how to use them. Please visit www.CCPhealthykids.org for information on the topics below. Want a paper copy of this information? Please call Enrollee Member Services at 1-866-930-0944 TTY/TDD 1-855-655-5303.

- [Language Assistance and TTY Services](#)
- [Important Contact Information](#)
- [Member Rights and Responsibilities](#)
- [How to Access and Use Your Child’s Plan Benefits](#)
- [Our Utilization Management Procedures, which include:](#)
 - [Services Requiring Authorization](#)
 - [New Technology Information](#)
 - [Services Not Covered by Community Care Plan – Florida Healthy Kids](#)
 - [What to Do if You Get a Bill](#)
- [How to Find a Network Provider \(Provider Directory\)](#)
- [When and How to Submit a Claim](#)
- [Our Utilization Review Policy and Procedures](#)
- [New Technology Information](#)
- [What You Should Know About Your Child’s Prescription Drug Benefits](#)
- [Primary and Specialty Care Information, which includes:](#)
 - [Choosing a Primary Care Physician \(PCP\) for Your Child](#)
 - [Changing Your Child’s PCP](#)
 - [Appointment Scheduling, Wait Times, and Other Standards](#)
 - [Patient-Centered Medical Home Information \(PCMH\)](#)
 - [Specialty Care](#)
 - [Getting After-Hours Care](#)
 - [Getting Care When You Are Out of the Service Area](#)
- [Behavioral Health Benefits](#)
- [How to Get Urgent, Hospital, or Emergency Care](#)
- [Our Quality Management Program, which includes:](#)
 - [Member Satisfaction Survey Results and Improvement Plan](#)
- [Your Child’s Prescription Drug Benefits](#)
- [Population Health Programs](#)



- Online Claims and Benefits Information, which includes:
 - How to Access Your Child's Claims Information
 - How to Request a New ID Card
 - How to Change your child's PCP
- How to File a Complaint, Grievance, or Appeal