







Dear Parent or Guardian:

## Welcome to Community Care Plan (CCP) - Florida Healthy Kids!

We are happy to have your child as a new member and want to give your child access to high quality health care and superior customer service. To help you make the best use of your child's benefits, here is some useful information.

### This Welcome Kit includes:

-  Member ID Card *(Remove the card and place it in a safe place)*
  - Your child's Primary Care Provider (PCP) information can be found on the ID Card. If you would like to change your child's PCP, please feel free to call, write, or email us.
  - To help your child get the best medical care, you should call your child's PCP right away to let them know that your child has a new health plan. Also, if your child has not had their annual wellness visit in the last year, you should schedule an appointment with their PCP.
-  Privacy Notice *(This is for you to read and keep)*
-  Health Risk Assessment *(Please fill out the survey for your child and return it in the envelope provided)*
  - To help us better understand your child's health needs, please fill out the Health Risk Assessment (HRA), even if your child is in good health. This simple survey only takes a few minutes to complete.
  - Your answers will be kept private, but they will help our nurses find the best programs and services for your child. Plus, there is a reward if this is filled out and sent back within 90 days.
  - When you are done, please put the HRA and Medical Release Form inside of the free self-addressed envelope provided.
  - If you need any help filling out the survey, please call our Member Welcome Team for help.
  - If you choose to complete this form electronically, it is available on your child's MyChart Member Portal any time for your convenience.
-  Medical Release Form *(Please fill out the form for your child and return it with the HRA in the envelope provided)*

### Learn About Your Child's Plan, Find a Doctor, or Contact our Welcome Team

Our Welcome Team would like to connect with you in the first month that your child joins our plan. To help you learn more about your child's plan and benefits, find doctors or specialists, and get access to your child's medical records, please visit our Member Welcome page on our website at [www.ccpcare.org/Members/FHK/Welcome](http://www.ccpcare.org/Members/FHK/Welcome).

You can also contact our Welcome Team to:

- Choose a new PCP or get help finding a PCP for your child
- Complete your child's Health Risk Assessment
- By phone, please call 1-866-384-2926
- By email, please complete the Contact Us form on our website at [www.ccpcare.org/ContactUs](http://www.ccpcare.org/ContactUs)

We are available Monday – Friday from 7:30am to 7:00pm

## Welcome Text

Look out for a text message from our Welcome Team with more helpful information about benefits and services for your child. If you would like us to call or email you in the future, please let our Welcome Team know the best way to contact you.

## Member Handbook and Provider Directory

The Member Handbook and Provider Directory for your child's plan is also on our website to view, print, or download, but if you want a paper copy, just let our Welcome Team know and we can mail them to you!

## Access to Your Child's Medical Records, Make Appointments, Refill Prescriptions, etc.

As a CCP member, you and your child have access to our secure member portal called MyChart. With this online portal, you can:

- ♥ Make changes to your child's PCP
- ♥ Order a new ID card for your child
- ♥ Check test results
- ♥ Complete your child's Health Assessment or questionnaires
- ♥ Connect with our Member Services team
- ♥ And much more!

You can also download the MyChart mobile app in the Apple Store or Google Play and access your child's member ID Card on your cell phone anytime!

- ♥ Sign up for MyChart today by completing the Contact Us form on our website and choose request Member Portal/MyChart Access:

[www.ccpcares.org/ContactUs](http://www.ccpcares.org/ContactUs)

## Need a Doctor After Hours or Without Having to Leave Home?

CCP gives free access to a doctor for non-emergency care 24 hours a day and 7 days a week with Teladoc. A doctor is there to help your child anytime by phone or video!

- ♥ Set up your account today by:
  - Calling 1-800-TELADOC (835-2362),
  - Visiting [www.Teladoc.com](http://www.Teladoc.com), or
  - Downloading the Teladoc mobile app on the App Store or Google Play

### **Get Rewarded for Completing and Returning the Health Risk Assessment!**

You can earn gift cards for completing your child's Health Risk Assessment (HRA).

- ♥ Make sure to complete all the information requested
- ♥ Get it back to CCP within 90 days
- ♥ CCP will email or text you with a link to the reward site with a checkout code for the reward earned

For more information, feel free to ask our Welcome Team!

### **CCP Value-Added Benefits**

In addition to the standard covered benefits, CCP provides its Florida Healthy Kids members with the following value-added benefits:

- ♥ Zero copays for all PCP office visits
- ♥ Zero copays for sports/school physicals
- ♥ Transportation for medical and dental preventive services
- ♥ Free water safety classes
- ♥ Weight management program (ages 5-18)
- ♥ And much more!

### **Follow us on our social media channels**

For health tips, events, and information, follow us on social media.



For classes, guides, and videos on job training, money, food, mental health, parenting, support groups and more, visit our new Heart Community Resource Center or follow us on social media.



### **How to Contact Us After You Speak with our Welcome Team**

After you speak to our Welcome Team, our Member Services is still here to help you. You can contact us at the Member Services phone number that is on your member ID Card:

[1-866-930-0944](tel:1-866-930-0944)

We are available Monday – Friday from 7:30am to 7:30pm.

**Again, welcome to Community Care Plan!**