

Apply for Access to Community Care Plan’s Provider Portal, PlanLink

PlanLink gives participating providers’ office staff the ability to quickly:

- Confirm member eligibility and benefits
- Confirm PCP assignment and view virtual member ID card
- Request authorizations and view auth status
- Check claim status and send claim appeals
- Send messages to Community Care Plan (CCP) on any of the above topics

1. Identify Your Designated PlanLink Access Sponsor:

CCP requires the designation of a Sponsor who must be a CCP contracted provider (e.g., physician) or an administrative leader/ signatory for an ancillary provider (e.g., Home Health, DME, or Hospital).

- The Designated Sponsor approves and signs the Site Manager access form
- The Site Manager(s) approves and signs all users’ access forms

*The Designated Sponsor and the Site Manager are generally NOT the same person.

2. Identify Your Designated PlanLink Lead Site Manager:

A practice leader such as the office manager, administrator, or agency director must act as the “Lead Site Manager.” **Typically, the office manager is the group’s Lead Site Manager.**

Lead Site Manager and Second Site Manager:

- To provide key group information such as tax ID and group NPI and distribute the Application Key that allows additional users to complete their application, **the Lead Site Manager MUST complete their application first.**
- We highly recommend assigning a Second Site Manager to assist the Lead Site Manager with monthly site verification responsibilities.
- If your practice will have two Site Managers approve and sign new user applications, both will need to act as “Lead” Site Managers. This allows them both to obtain their own Application Key to share with the users whose applications they will electronically sign/ approve.

3. Lead Site Manager Starts the Application Process:

- A. To start the application process, the designated Lead Site Manager should access CCP’s Provider Portal e-Apply website by clicking on or copying and pasting the link below into the web browser: <https://e-apply.ccpcares.org/>
- B. Carefully read the “Important Information” section, then select “Start Application.”

<p>The Lead Site Manager MUST initiate the application Process</p> <p>The Lead Site Manager provides all required information first, then shares the system-generated Application Key with the second Site Manager and any staff who need PlanLink portal access.</p>	<p>Second Site Manager/Staff complete application</p> <p>The second Site Manager and all staff must obtain the Application Key from the Lead Site Manager and complete their individual applications via e-Apply. The Application Key ensures that all user applications are linked.</p>	<p>Review and Sign form(s)</p> <p>Sponsor, Site Manager(s) and users electronically sign forms.</p>
<p>Start Application</p>		

c. Enter all necessary group/ provider information and complete your Lead Site Manager application. At the end of the registration, you will be prompted to "Review and Sign Form(s)". Please:

- Read the legal disclaimer and confirm your agreement by checking the box, "I have read this document in its entirety and agree with its content". The system will immediately send a consent code to your email.
- Type your full name as your electronic signature.
- Copy the consent code from your email and apply it as indicated to electronically sign wherever your signature is required.
- Click "Sign".

I have read this document in its entirety and agree with its content

By checking the box next to "I have read this document in its entirety and agree with its content", your electronic initials and signature will populate, and you will be signing this document electronically. You agree your electronic signature (hereafter referred to as your "E-Signature") is the legal equivalent of your manual/handwritten signature and consent to the use of your E-Signature to sign this document as if you signed the document in writing. You also agree that no certification or third-party verification is necessary to validate your E-Signature, and that the lack of such certification or third-party verification will not in any way affect the enforceability of your E-Signature. By selecting "I have read this document in its entirety and agree with its content" using any device, means or action, you consent to the legally binding terms and conditions of this application.

Type your full name below as your electronic signature *

Date *

07/10/2024 12:00 AM

A consent code has been sent to you by email. Please enter this consent code below to complete the form. You can use this same consent code to sign anywhere that your signature is required. (e.g., Site Manager forms plus user forms).

Consent Code *

[Sign](#)

- D. Once the Lead Site Manager application has been completed, an email will be immediately sent with the Application Key and additional instructions. Once all forms have been completed and signed, the “Sign” button will change to gray, indicating that your application is finalized and has been submitted to CCP for processing (shown below).

Review and Sign Form(s)

Doc Name	Signer's Name	Sign	Download Form
 LeadSiteManager.pdf			
 			

You will see each Signer's Name turn to gray font when their electronic signature has been accepted. After **all** signatures are complete, the “Sign” button will also turn gray, and the application will automatically route to the PlanLink Support Desk for processing. Typical processing time is approximately 2-3 business days. Once processed, new users will receive an email with their PlanLink username and additional instructions to complete the first log in.

4. Lead Site Manager Must Email Application Key to any additional users:

The Lead Site Manager must email the Application Key to any office personnel who need portal access to ensure that the applications are linked together and can be electronically signed.