



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

This reference guide provides a list of the departments at CCP that may be helpful in assisting with coordination and authorization of services that a member may need. CCP has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CCP provides services in Region 10. For more information,

Contact CCP at 855-819-9506

or visit our website at [www.ccpcares.org/Providers/MMA/ProviderOperations](http://www.ccpcares.org/Providers/MMA/ProviderOperations)

### Behavioral Health

#### Support provided:

Assistance with appointments post discharge, community services, education on condition, coordination with treating providers, etc.

<b>Phone number</b>	866-899-4828, press 1
<b>Hours of operation during non-holidays:</b>	Monday to Friday from 8:00am-7:00pm
<b>Contact after hours or weekends:</b>	866-899-4828

#### Escalation contact:

<b>Primary:</b>	Desiree Rodriguez 954-622-3293 <a href="mailto:derodriguez@ccpcares.org">derodriguez@ccpcares.org</a>
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<b>Secondary:</b>	Claudia Navarro 954-622-3285 <a href="mailto:clnavarro@ccpcares.org">clnavarro@ccpcares.org</a>
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<b>ODU/SUD Contact Person:</b>	Same as Primary/Secondary.
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#### [Florida Behavioral Health Impact Mental Health Resource Directory](#)

This program seeks to enhance accessibility of resources for women and children in need of mental health and substance use supports by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.

Updated as of 12/8/2021



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Case Management

Support provided:

Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers

<b>Phone number</b>	866-899-4828
<b>Hours of operation during non-holidays:</b>	Monday to Friday from 8:00am-7:00pm
<b>Contact after hours or weekends:</b>	866-899-4828

Escalation contact:

<b>Primary:</b>	Desiree Rodriguez 954-622-3293 <a href="mailto:derodriguez@ccpcares.org">derodriguez@ccpcares.org</a>
<b>Secondary:</b>	Claudia Navarro 954-622-3285 <a href="mailto:clnavarro@ccpcares.org">clnavarro@ccpcares.org</a>



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Perinatal Care Support

Support provided:

Assistance with appointments post discharge, linking member to perinatal care, community services, education on condition, coordination with treating providers, etc.

<b>Phone number</b>	866-899-4828
<b>Hours of operation during non-holidays:</b>	Monday to Friday from 8:00am-7:00pm
<b>Contact after hours or weekends:</b>	866-899-4828

Escalation contact:

<b>Primary:</b>	Elizabeth Antoine 954-622-3260 <a href="mailto:eantoine@ccpcares.org">eantoine@ccpcares.org</a>
<b>Secondary:</b>	Claudia Navarro 954-622-3285 <a href="mailto:clnavarro@ccpcares.org">clnavarro@ccpcares.org</a>



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Pharmacy - Magellan

Support provided:

Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA)

<b>Phone number</b>	800-424-7897
<b>Hours of operation during non-holidays:</b>	Monday to Friday from 8:00am-7:00pm
<b>Contact after hours or weekends:</b>	800-424-7897
<b>Special instructions for after hours or weekends:</b>	800-424-7913

Escalation contact:

<b>Primary:</b>	Charles Hall 850-212-0838
<b>Secondary:</b>	Mark Gravitt 804-921-8602



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Subcontracted Home Health Services/DME – Coastal Care Services

Support provided and description of each service:

Covered home health/DME utilization services

**Phone number** 855-481-0505  
**Hours of operation during non-holidays:** Monday to Friday from 8:00am-7:00pm  
**Contact after hours or weekends:** 888-550-8800

Escalation contact:

**Primary:** Evelina Tutino  
786-879-891  
[etutino@ccsi.care](mailto:etutino@ccsi.care)

**Secondary:** Ysel Garcia  
305-970-204  
[ygarcia@ccsi.care](mailto:ygarcia@ccsi.care)



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Subcontracted Therapy Services – Health Network One (HN1)

Support provided and description of each service:

Covered OT, ST, PT services

<b>Phone number</b>	888-550-8800
<b>Hours of operation during non-holidays:</b>	Monday to Friday from 8:00am-7:00pm
<b>Contact after hours or weekends:</b>	888-550-8800
<b>Special instructions for after hours or weekends:</b>	Follow the HN1 message instructions to be connected to the on-call UM supervisor

Escalation contact:

<b>Primary:</b>	Terri Epp 954-478-6469 <a href="mailto:EppT@healthsystemone.com">EppT@healthsystemone.com</a>
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## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Subcontracted Vision Services – 2020 Eyecare/iCare

Support provided and description of each service:

Vision services

**Phone number** 855-373-7627  
**Hours of operation during non-holidays:** Monday to Friday from 8:00am-7:00pm  
**Contact after hours or weekends:** 855-373-7627

Escalation contact:

**Primary:** Marcelo Guerra  
855-373-7627 ext. 287  
Cell 786-457-3090

**Secondary:** Tristian Walker  
855-373-7627 ext. 306  
Cell 813-245-0557



## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Transportation

Support provided:

Non-emergency transportation home upon discharge

<b>Phone number</b>	866-306-9358
<b>Hours of operation during non-holidays:</b>	Monday to Friday from 8:00am-7:00pm
<b>Contact after hours or weekends:</b>	866-306-9358

Escalation contact:

<b>Primary:</b>	Chantel Whisby 708-262-9423
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<b>Secondary:</b>	Constana Seals 404-384-3101
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## Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

### Utilization Management

Support provided:

Authorizations related to medical & behavioral health services. DME/Home Health, Pharmacy, Therapy, Transportation and Vision Authorizations are to be sent to the Subcontractors noted above.

<b>Phone number</b>	866-899-4828
<b>Hours of operation during non-holidays:</b>	Monday to Friday from 8:00am-7:00pm
<b>Contact after hours or weekends:</b>	866-899-4828
<b>Special instructions for after hours or weekends:</b>	Submit requests as Urgent to 844-870-0159

Escalation contact:

<b>Primary:</b>	Maria Jam Crease 954-622-3251 <a href="mailto:mcrease@ccpcares.org">mcrease@ccpcares.org</a>
<b>Secondary:</b>	Juliet Duncan 954-622-3327 <a href="mailto:jduncan@ccpcares.org">jduncan@ccpcares.org</a>



## **Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide**

### **Community Resources**

CCP's Community Corner [www.CCPcares.org/CommunityCorner#](http://www.CCPcares.org/CommunityCorner#)

CCP's Community Corner provides information on events, resources, and tools to help the community meet their social and health needs. This includes links to our Heart Community Resource Center, community events, and community partners.

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a Primary Care Provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, please contact [866-899-4828](tel:866-899-4828).

<https://providerdirectory.ccpcares.org/mma>

[www.ccpcares.org/Providers/MMA/ProviderOperations](http://www.ccpcares.org/Providers/MMA/ProviderOperations)