

Important Provider Notice

Date: May 31, 2023

To: Practice Managers, PlanLink Site Managers, and PlanLink users

Subject: PlanLink Support Line

In January, Community Care Plan (CCP) announced our new dedicated PlanLink Support Desk line (844-514-1494). Since it went live, we have received your feedback on the long wait times for password reset and other technical support.

We heard you! To improve the process, as of Monday, May 22, 2023, we have implemented a new workflow for password reset and other technical assistance.

We are confident that for these requests, you will now receive prompt assistance from a live CCP agent. If an agent is not immediately available, please leave us a voicemail. You can be assured that your call will be returned by a live agent as soon as possible, usually before the end of the same business day.

As a reminder, the dedicated PlanLink Support Desk phone number is 844-514-1494.
The selection options are:

- Option 1: Technical assistance, such as password reset or unlocking your account.
- Option 2: Any other questions or support, such as help with portal navigation (how to enter an auth request, check claim status, etc.) or questions about getting access.

If you have any questions, concerns, or compliments about PlanLink support or the level of service provided by an agent, please send us an email to PlanLink@ccpcares.org.