



[CCPcares.org/VIP](http://CCPcares.org/VIP)

## Community Care Plan: Expanded Benefits

We've made your health plan even better! Check out this guide to learn about the new benefits that can help you stay healthy and happy. Expanded benefits are extra goods or services we provide to our members, free of charge.

Community Care Plan is a managed care plan with a Florida Medicaid contract in Brevard, Broward, Charlotte, Collier, Desoto, Glades, Hendry, Indian River, Lee, Martin, Miami-Dade, Monroe, Okeechobee, Orange, Osceola, Palm Beach, Sarasota, Seminole, and St. Lucie counties.

| SERVICE  | DESCRIPTION AND/OR HOW TO USE   | COVERAGE/LIMITATIONS   | PLAN OK NEEDED?  |
|--|---|--|--|
| 24/7 Access to Virtual Lactation & Pregnancy Support | Mobile app with 24/7 access to a live doula or lactation counselor.<br><br>Call CCP Member Services or your Care Coordinator. | Must be pregnant or have had a baby in the past 12 months.   | Plan OK needed.  |
| Acupuncture  | Acupuncture visits  | Must be 21+ years old.   | Plan OK needed.<br><br>Must get a referral from a Plan pain specialist or cancer doctor. |
| Additional PCP Visits for Adults                     | Visits to your primary care doctor for any reason.  | No limits.   | No Plan OK needed.   |
| Adult Hearing Aid Services                           | Assessment for a hearing aid  | 1 every 2 years.<br><br>Must be 21+ years old.   | No Plan OK needed.   |
| Adult Visual Aid Services                            | Vision aids are things like glasses or contact lenses.<br><br>Call South Florida Vision at 1-877-296-0799.                    | Contact lenses: 6-month supply.<br><br>Frames: 1 set of frames each year.<br><br>Both includes 1 yearly eye exam.                                | No Plan OK needed.   |
| Assessment/Evaluation Services – Behavioral          | Evaluation and assessment for behavioral health.<br><br>Call CCP Member Services.   | 1 every year.<br><br>Must be 21+ years old.  | Plan OK needed.  |
| Behavioral Health Day Services/Day Treatment         | Day services or treatments for behavioral health.<br><br>Call CCP Member Services.  | Maximum of 10 extra units per year of day treatment; one day per week up to 52 days per year of day care services.<br><br>Must be 21+ years old. | Plan OK needed.  |

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|--|---|---|---|
| Behavioral Health Medical Services (Drug Screening)        | Alcohol or drug testing specimen. Call CCP Member Services.   | Must be 21+ years old.  | No Plan OK needed.  |
| Behavioral Health Medical Services (Medication Management) | Help with special medications for substance use disorder. Call CCP Member Services.   | Must be 21+ years old.  | No Plan OK needed.  |
| Behavioral Health Medical Services (Verbal Interaction)    | Spoken communication for mental health/behavioral health medical services and substance abuse.<br><br>Call CCP Member Services.   | Must be 21+ years old.  | No Plan OK needed.  |
| Behavioral Health Screening Services                       | Screenings for behavioral health. Call CCP Member Services.   | Must be 21+ years old.  | No Plan OK needed.  |
| Breast Pump  | Device used by lactating mothers to pump breast milk.   | 1 breast pump every 4 years.  | No Plan OK needed.  |
| Breast Pump – Hospital Grade                               | An electronic pump used by hospitals for lactating mothers to pump breast milk. Call CCP Member Services or your Care Coordinator.  | 1 breast pump (rental only) every year.   | Plan OK needed.   |
| Cellular Phone Services                                    | Free cellphone with minutes and texting. Call CCP Member Services.  | Must be 21+ years old.  | Plan OK needed.   |
| Chiropractic Services                                      | Chiropractor visits.  | 13 extra chiropractic visits per year.<br><br>Must be 21+ years old.  | Plan OK needed. Must get a referral from a Plan pain specialist or cancer doctor. |
| Computerized Cognitive Behavioral Therapy                  | Health behavior assessment or reassessment. Call CCP Member Services.   | Must be 21+ years old.  | Plan OK needed.   |
| Doula Services   | Doulas are non-medical people who support pregnant women, before, during and after pregnancy.<br><br>Call CCP Member Services or your Care Coordinator.   | Unlimited for pregnant women.   | No Plan OK needed.  |
| Financial Literacy   | Life coaching for money management and budgeting. Teens can also learn about saving money. Financial investment guidance, financial counseling, financial consultation, advice, tax consultation and a 25% discount on tax preparation and credit repair.<br><br><a href="#">Get started today.</a> | Community Care Plan knows that money can impact your health. We want to help. We have teamed up with KOFE: Knowledge of Financial Education to help improve the financial health of our members. You now have access to resources and tools about things like money, spending, credit, credit cards and more. You can also call the toll-free number to talk to a financial coach. You have all the tools you need to reach your financial goals! | No Plan OK needed.  |

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|---|--|---|---|
| Fitness Membership*   | Gym or fitness allowance.<br>Call CCP Member Services.   | Must be 18+ years old.  | Plan OK needed.   |
| Food Assistance   | Meals delivered to your home. Call CCP Member Services.  | 28 meals per year.<br>Must be 18+ years old.                      | Plan OK needed.   |
| Glucose Monitoring  | Device that measures blood sugar. Call CCP Member Services.  | No limits with OK.  | Plan OK needed.   |
| Home Delivered Meals (Pregnant)   | Meals delivered meals to your home if you are pregnant.<br><br>Call CCP Member Services or your Care Coordinator.        | 2 meals per day for up to 28 days.                                | Plan OK needed.   |
| Healthy Meal Delivery After Birth   | Meals delivered to your home after having a baby.<br><br>Call CCP Member Services or your Care Coordinator.              | 2 meals per day for up to 28 days.                                | Plan OK needed.   |
| Home-Delivered Meals – Disaster Preparedness/ Relief                          | Home-delivered meals before or after a natural disaster.<br><br>Call CCP Member Services.                                | 1 per year.   | Plan OK needed.   |
| Home-Delivered Meals – Post-Facility Discharge (Hospital or Nursing Facility) | Home-delivered meals after going home from a hospital or nursing home stay.<br><br>Call CCP Member Services.             | 10 meals 1 time per year.<br>Must be 21+ years old.               | Plan OK needed.   |
| Home Visit by a Clinical Social Worker  | Services of a clinical social worker in home health or hospice setting.<br><br>Call CCP Member Services.                 | 48 visits per year.   | Plan OK needed.   |
| Hospital Bed  | Durable medical equipment for use.   | 1 hospital bed every 5 years.                                     | Plan OK needed.   |
| Housing Assistance*   | Help paying for past-due housing-related needs.<br><br>Call CCP Member Services.   | \$250 per lifetime.<br>Must be 18+ years old.                     | Plan OK needed.   |
| Intensive Outpatient Treatment – Behavioral                                   | Outpatient for alcohol and/ or drug treatment.<br><br>Call CCP Member Services.  | Unlimited if at an in-network facility.<br>Must be 21+ years old. | Plan OK needed.   |
| Massage Therapy   | Therapeutic massage services.  | 2 hours per month.<br>Must be 21 + years old.                     | Plan OK Needed. Must get a referral from a Plan pain specialist or cancer doctor. |
| Maternal OUD/ SUD Peer Support  | Support from someone who has overcome opioid or substance use.<br><br>Call CCP Member Services or your Care Coordinator. | Limited to pregnant women.  | Plan OK needed.   |

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| Maternity New Mom Package   | Portable crib and monitor.<br>Call CCP Member Services or your Care Coordinator.  | Must take a safe sleep class.<br>Limited to pregnant women.                                | Plan OK needed.    |
| Meals – Nonemergency Transportation Day Trips                       | For nonemergency care when you must travel a long distance. Call CCP Member Services.   | \$150 per stay.<br>Must be 21+ years old.  | Plan OK needed.    |
| Medically Related Home Care Services*/Homemaker                     | Carpet cleaning.<br>Call CCP Member Services or your Care Coordinator.  | 2 times per year.<br>The member must have a diagnosis of asthma.<br>Must be 21+ years old. | Plan OK needed.    |
| Member Support (Including Companionship)                            | Companionship visits and support. Visit <a href="http://www.CCPcares.org/Papa">www.CCPcares.org/Papa</a> to learn more.   | 60 hours per rolling 12 months<br>Must be 13+ years old.                                   | Plan OK needed.    |
| Newborn Circumcision  | Circumcision for male infants at the initial hospitalization visit, in the physician's office, or at a participating outpatient facility.   | 1 per lifetime within the first 12 weeks after birth.                                      | No Plan OK needed. |
| Nonemergency Transportation – Non-medical Purposes (Up to 25 miles) | Fees for tolls, parking and other for non-medical travel.<br>Call CCP Member Services.  | Must be 21+ years old.   | Plan OK needed.    |
| Nutritional Counseling  | Provides you with information on the right type of foods to eat based on your health needs.<br>Call CCP Member Services.  | Unlimited with in-network provider.<br>Must be 21+ years old.                              | Plan OK needed.    |
| Occupational Therapy Evaluation for Adults                          | Evaluation for occupational therapy treatments.   | 1 per year.<br>Must be 21+ years old.  | No Plan OK needed. |
| Over-The-Counter Benefit  | Over-the-counter (OTC) medicines and medical supplies to improve health. Order online anytime at <a href="http://athome.medline.com/ccpfl">athome.medline.com/ccpfl</a> .<br>Call 833-660-0908 (TTY:711)<br>OTC Benefit Service reps can help you Monday–Friday, 8 am–8 pm EST. Fill out the order form in the back of the catalog. Mail it to the address on the form. It may take up to 4 weeks to process mailed orders. Have your member ID ready when you order. | \$50 per household per month.  | No Plan OK needed. |

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|---|--|--|--------------------|
| Phone Application for Pregnant Women                              | Access to remote case management via cellphone application. Call your Care Coordinator.  | For high-risk pregnancies only.  | Plan OK needed.    |
| Physical Therapy for Adults                                       | Evaluation for physical therapy treatments.  | 1 evaluation per year.<br>Must be 21+ years old.   | No Plan OK needed. |
| Prenatal Services   | Visits to ensure that you and your baby are healthy during and after pregnancy.  | 14 visits for low risk pregnancies. 18 visits for high-risk pregnancies.                               | No Plan OK needed. |
| Psychosocial Rehabilitation                                       | Psychosocial rehabilitation treatments.  | Unlimited with OK.   | Plan OK needed.    |
| Respiratory Therapy for Adults                                    | Respiratory therapy includes treatments to help you breathe easier when being treated for a respiratory illness or condition.<br>Call CCP Member Services. | 1 per year; visits after evaluation will vary based on need.<br>Must be 21+ years old.                 | Plan OK needed.    |
| Social Media Safety Classes                                       | Free classes for kids and parents to keep safe online.<br>Call CCP Member Services.  | Must be 14+ years old.   | Plan OK needed.    |
| Speech Therapy for Adults   | Speech therapy includes treatments to help you talk or swallow better.<br>Call CCP Member Services.  | 1 per year; visits after evaluation will vary based on need.   | Plan OK needed.    |
| Substance Abuse Treatment or Detoxification Services (Outpatient) | Treatment for substance use or detoxification in an outpatient setting.  | Must be 21+ years old.   | Plan OK needed.    |
| Swimming Lessons* (Drowning Prevention)                           | Swimming lessons for kids.<br>Call CCP Member Services.  | Covered up to \$200 per year.<br>This is limited to 1,000 members per year.<br>Must be 3-18 years old. | Plan OK needed.    |
| Targeted Case Management  | Targeted case management services. Call CCP Member Services.   | Must be 21+ years old.   | Plan OK needed.    |
| Therapeutic Behavioral On-Site Services                           | Treatment programs to stabilize symptoms of behavioral health conditions.<br>Call CCP Member Services.   | Must be 21+ years old.   | Plan OK needed.    |
| Therapy – Art   | Uses music, dance, or art therapies, not for recreation, to treat behavioral health conditions. Call CCP Member Services.                                  | Must be 7-21 years old.  | Plan OK needed.    |

| SERVICE                                       | DESCRIPTION AND/OR HOW TO USE   | COVERAGE/LIMITATIONS  | PLAN OK NEEDED?    |
|---|---|---|--------------------|
| Therapy – Equine                              | Uses horses to treat a variety of conditions.<br>Call CCP Member Services.  | 10 sessions.<br>Must be 7-21 years old.   | Plan OK needed.    |
| Therapy – Pet                                 | Uses animals to help people recover from or cope with health problems or mental disorders.<br>Call CCP Member Services.   | Must be 7+ years old  | Plan OK needed.    |
| Therapy/Psychotherapy (Group)                 | Group therapy for behavioral health conditions.   | No limits.<br>Must be 21+ years old.  | No Plan OK needed. |
| Therapy/Psychotherapy (Individual/Family)     | Individual or family therapy for behavioral health issues.<br>Call CCP Member Services.   | 2 additional visits per year.<br>Must be 21+ years old  | Plan OK needed.    |
| Tutoring K-12                                 | On-demand 24/7 tutoring services.<br><br>Tutor.com is open 24 hours a day, seven days a week. With Tutor.com, you can connect with a tutor live and get personal help with homework, writing, and studying for tests for:<br><br>100+ subjects (math, science, English, writing, history, and more).<br><br>All grades, kindergarten to 12th!<br><br><a href="#">Get started today.</a> | 2 hours per week.<br>Must be 5-19 years old.  | Plan OK needed.    |
| Tutoring, Vocational Training & Job Readiness | On-demand 24/7 tutoring for GED preparation. Tutor.com is open 24 hours a day, seven days a week.<br><br><a href="#">Get started today.</a>   | 2 hours per week<br><br>Must not have a high school diploma or GED certificate.<br><br>Must be 18+ years old. | Plan OK needed.    |
| Waived Copayments                             | No copayments for all services including behavioral health.   | Must be 21+ years old.  | No Plan OK needed. |

\* Funds deposited in your account and available to use with your Community Care Plan prepaid Visa when your request for this benefit is approved.

## Community Care Plan: Expanded Benefits for SMI Members ONLY

| SERVICE                                    | DESCRIPTION AND/OR HOW TO USE   | COVERAGE/LIMITATIONS  | PLAN OK NEEDED?    |
|--|---|---|--------------------|
| Caregiver Support                          | Training and educational support for caregivers of members living with serious mental illness.<br><br>Call CCP Member Services.   | No limits for caregivers of members over 6 years old.                         | Plan OK needed.    |
| Individual Therapy Sessions for Caregivers | Visits with a behavioral health provider for caregivers of a member with serious mental illness.<br><br>Call CCP Member Services.   | 12 sessions per year.<br><br>For caregivers of members 6+ years old.          | Plan OK needed.    |
| Legal Guardianship*                        | To help pay legal fees for services such as a power of attorney when their mental health condition makes the member unable to make decisions for themselves.<br><br>Call CCP Member Services. | \$500 per lifetime.<br><br>Must be 6+ years old.                              | Plan OK needed.    |
| Member Support (Including Companionship)   | Companionship visits and support. Visit <a href="http://www.CCPcares.org/Papa">www.CCPcares.org/Papa</a> to learn more.   | 60 hours per rolling 12 months.<br><br>Must be 13+ years old.                 | Plan OK needed.    |
| Medication-Assisted Treatment Services     | Methadone administration for the treatment of substance use.  | Must be given by a licensed program or provider.<br><br>Must be 6+ years old. | No Plan OK needed. |
| Peer Support Counseling                    | Group counseling sessions with people who have successfully managed behavioral health conditions.<br><br>Call CCP Member Services.  | 12 sessions per year of individual or group sessions.                         | Plan OK needed.    |

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### **Auxiliary Aids**

**ATTENTION:** If you speak english, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-866-899-4828 (TTY: 711) or speak to your provider.

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se dispone de forma gratuita de ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 1-866-899-4828 (TTY: 711) o hable con su proveedor.

**ATANSYON:** Si w pale Creole, sèvis asistans pou lang disponib pou ou pou gratis. Èd oksilyè ki apwopriye ak sèvis pou bay enfòmasyon ki nan fòm aksèsib yo disponib tou gratis. Rele 1-866-899-4828 (TTY: 711) oswa pale ak founisè w la.

### **Foreign Languages**

This information is available for free in other languages. Please contact our customer service number at 1-866-899-4828, (TTY: 711) Monday through Friday from 8:00 AM a 7:00 PM EST.

Esta información está disponible gratis en otros idiomas. Por favor contacte a nuestro departamento de servicio al cliente al 1-866-899-4828, (TTY: 711) de lunes a viernes desde las 8:00 AM a 7:00 PM EST.

Enfòmasyon sa a disponib nan lòt lang yo. Tanpri kontakte depatman sèvis manm nou an nan 1-866-899-4828, (TTY: 711) Lendi jiska Vandredi de 8:00 AM a 7:00 PM EST.





### **Non-Discrimination Notice**

Community Care Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) (or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Community Care Plan does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Community Care Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Jennifer Nielsen.

If you believe that Community Care Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Jennifer Nielsen, Civil Rights Coordinator, 1643 Harrison Parkway Building H, Suite 200. Sunrise, Florida 33323, 1-866-899-4828, TTY/TDD 711, [jnielsen@ccpcares.org](mailto:jnielsen@ccpcares.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jennifer Nielsen is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

This notice is available at Community Care Plan's website:  
[www.ccpcares.org/Nondiscrimination](http://www.ccpcares.org/Nondiscrimination).