

This quick reference guide was created for your convenience.

✓ **Plan Summary**

- *CCP Employee In-Network Plan*: Utilizes the CCP Provider network which includes Broward Health and Memorial Healthcare system providers.
- *CCP Employee HSA Narrow Network Plan*: Utilizes the Aetna Signature Network for emergency or pre-authorized care only.
- *CCP Employee HSA Extended Network Plan*: Utilizes the CCP provider network which includes Broward Health and Memorial Healthcare system providers, as well as the Aetna Signature network for in-network care.

✓ **Provider Portal**

- To request access to the provider portal, PlanLink, visit <https://e-apply.ccpcares.org/>
- For questions or assistance with access and/or registration, call the PlanLink Hotline at 1.844.514.1494 opt. 2.

✓ **Enrollee Eligibility Status Verification**

- Online verification of enrollee eligibility available at: <https://planlink.ccpcares.org/>
- To check Member Eligibility, please use the PlanLink Guest Portal:
 - Visit PlanLink.CCPCares.org and select Guest Eligibility Portal Link

✓ **Authorizations**

- Submit online authorization requests: <https://planlink.ccpcares.org/>
- For an updated list of services requiring prior authorization: <https://ccpcares.org/Providers/CCP/ServicesRequiringPriorAuthorization/PDF>
- Online verification of authorization status: <https://planlink.ccpcares.org/>
 - Or you may also contact Community Care Plan at 1.866.224.5701.

✓ **Claims Processing**

- Electronic claims submission
 - Clearinghouse: Availity
 - Payer ID: 59065
 - Claims Registration: www.Availity.com
- Electronic Remittance: www.Availity.com
- Online verification of claims status: <https://planlink.ccpcares.org/>
 - Or you may also contact Community Care Plan at 1.866.899.4828.
- Claims appeals must be submitted within 30 days from date of denial via:
 - PlanLink: <https://planlink.ccpcares.org/>
 - Fax: <https://ccpcares.org/ProviderClaimAppealForm>
- To check Claim Status and Appeals, please use the PlanLink Guest Portal:
 - Visit PlanLink.CCPCares.org and select Guest Claims Portal Link
- Electronic Funds Transfer (EFT): <https://ccpcares.org/ElectronicFundsTransferRequestForm>

✓ **Vendors:**

Service	Vendor Name	Phone Number
Pharmacy	Liviniti	833.682.4251
Behavioral Health	Evernorth	888.736.7009
Chiropractic Services	ChiroAlliance	877.434.8258