

Provider Notice

Date: December 10, 2021

To: All Community Care Plan Providers

RE: Expanded Guest Claims Lookup Feature

If your organization uses a third-party billing company, please advise them that Community Care Plan will be expanding the Guest Claims feature of our provider portal, PlanLink, effective Monday, December 13, 2021. Login credentials are NOT required for them to check claims status and obtain basic claim payment information, such as

- Claim status
- Claim denial reason (if status is denied)
- Patient total
- Net payable
- Check number/check date
- Total check amount

As a reminder, full login credentials are required to use the electronic claim appeal/claim correction functionalities in PlanLink, and full portal access is only granted to contracted providers/ vendors.

Please see the attached Guest Claims User Guide for details and share it with your third-party billing company/vendor for their reference, as needed.

If you have any questions about this notice or need further assistance, please contact Community Care Plan at PlanLink@ccpcares.org.