



Important Information about Hurricane Ian for CCP Florida Medicaid (MMA) Members

Medication Refills

Governor Ron DeSantis declared a state of emergency related to Hurricane Ian (Executive Order #22-218), which means you may refill your prescription medications early.

Community Care Plan (CCP) will continue to follow the Governor's Executive Order and during this State of Emergency period, exceptions have also been made for authorizations and claims payment. Please see below for more details.

Authorizations

- The following critical services will be approved without any form of authorization during the current state of emergency:
 - Chemotherapy services
 - Dialysis services
 - Durable Medical Equipment (DME) services
 - Home Health services
 - Hospital services
 - Nursing facility services
- Providers shall submit minimum documentation for Managed Care Plan care coordination and discharge planning purposes
- Please use CCP's [Provider Portal](#), [PlanLink](#), or our Prior Authorization form to provide this documentation: [CCP Prior Auth Request Form](#)
- If using the form, please submit it to 1-844-870-0159

Claims Payment Exceptions Process

- Medically necessary services provided under the current state of emergency are covered regardless of provider network participation status and/or service limits
- CCP will make payment exceptions for medically necessary services rendered in good faith without a prior authorization due to Hurricane Ian
- CCP Claims submission requirements will remain the same
- Please refer to CCP's Provider Handbook for claims submission instructions: <https://ccpcare.org/Providers/MMA/ProviderManualPDF>

CCP's MMA Member Services Department is available to assist you with any issues:

- 1-866-899-4828 / TTY TDD 1-855-655-5303

CCP's MMA Provider Operations Department is also available to assist you with any issues:

- 1-855-819-9506 / TTY TDD 1-855-655-5303

You may also email any questions or concerns to governmentprograms@ccpcare.org