

## Health Care District of Palm Beach County – District Cares Voucher Program

Community Care Plan (CCP) serves as a third-party administrator (TPA) for the Palm Beach County Health Care District, District Cares Voucher Program for eligible Palm Beach County residents; providing Network Contracting, Credentialing, Claims Administration and Provider Services.

### General information:

Provider Services and Contracting	<b>855-819-9506</b> or <a href="mailto:CCP.Provider@ccpcares.org">CCP.Provider@ccpcares.org</a> <b>M-F 8am-5pm</b>
Enrollee Eligibility Verification	<b>844-410-6782</b> or <a href="http://planlink.ccpcares.org/">http://planlink.ccpcares.org/</a>
Authorizations	Prior auth request: <a href="http://planlink.ccpcares.org/">http://planlink.ccpcares.org/</a> To check status visit <a href="http://planlink.ccpcares.org/">http://planlink.ccpcares.org/</a> or <b>844-410-6782</b>
Credentialing	<a href="mailto:CCP.Provider@ccpcares.org">CCP.Provider@ccpcares.org</a> or <b>844-618-5773</b>
Provider Portal	<a href="https://e-apply.ccpcares.org">https://e-apply.ccpcares.org</a> to request access
Plan Link Department	<a href="http://planlink.ccpcares.org/">http://planlink.ccpcares.org/</a> or <b>844-514-1494</b>

- ✓ **Provider Services and Contracting (855-819-9506)**
  - For any questions regarding contracting please contact the PO Hotline at 855-819-9506 or email [CCP.Provider@ccpcares.org](mailto:CCP.Provider@ccpcares.org).
  
- ✓ **Enrollee Eligibility Status Verification (844-410-6782)**
  - Online verification of enrollee eligibility available: <http://planlink.ccpcares.org/> or
  - Guest Portal Select Guest Eligibility see under the blue log in button.  
[https://epiclink.mhs.net/planlinkCCP/common/epic\\_login.asp](https://epiclink.mhs.net/planlinkCCP/common/epic_login.asp)
  
- ✓ **Authorizations (844-410-6782)**
  - Submit online authorization requests: <http://planlink.ccpcares.org/>. Note that specialist referral orders (specialist office visits) must originate with the PCP at the clinics.
  - All services, except for emergency room visits, observation stays, dialysis, low-tech imaging (X-rays, ultrasounds), screening mammograms, laboratory, inpatient trauma, and applicable trauma transportation services (ambulance) require an approved prior authorization.
  - The authorizations should be submitted by the ordering provider.
  - Online verification of authorization status: <http://planlink.ccpcares.org/> or you may also contact Community Care Plan at 844-410-6782.

- ✓ **Claims Processing (844-410-6782)**
  - All claims must be submitted electronically:
    - Clearinghouse: Availity
    - Payer Name: Community Care Plan (Palm Beach Health District)
    - Payer ID: PBHD1 (*the last digit is the number one*)
    - Claims Registration: [www.Availity.com](http://www.Availity.com)
  - Online verification of claim status:
    - Online verification of claim status is available at <http://planlink.ccpcare.org/> or
    - Guest Portal Select Guest Eligibility see under the blue log in button.  
[https://epiclink.mhs.net/planlinkCCP/common/epic\\_login.asp](https://epiclink.mhs.net/planlinkCCP/common/epic_login.asp)
  - Claims reconsiderations must be submitted electronically via PlanLink. For third-party billing companies with no PlanLink access, use the CCP Request for Reconsideration Form available at [www.ccpcare.org](http://www.ccpcare.org)
  
- ✓ **Credentialing (844-618-5773)**
  - All provider credentialing and recredentialing questions or requests, please contact CCP's Provider Operations Department by phone or email at [CCP.Provider@ccpcare.org](mailto:CCP.Provider@ccpcare.org).
  
- ✓ **Plan Link Department (844-514-1494)**
  - Provider Portal, please visit: <https://e-apply.ccpcare.org/> to request access.
  - For questions about how to use PlanLink or Guest Claims send an email to [PlanLink@ccpcare.org](mailto:PlanLink@ccpcare.org) or call Community Care Plan at 844-410-6782.
  
- ✓ **Guest Portals**
  - You can check member eligibility and claim status online without a log in by using our Guest portals. You will get the same real-time information that a live agent would provide. Simply go to [ccpcare.org](http://ccpcare.org), click Provider Portal, then Select either **Guest Eligibility** or **Guest Claims**, which you will see under the blue log in button.  
[https://epiclink.mhs.net/planlinkCCP/common/epic\\_login.asp](https://epiclink.mhs.net/planlinkCCP/common/epic_login.asp)
  - For questions about how to use PlanLink or Guest Claims send an email to [PlanLink@ccpcare.org](mailto:PlanLink@ccpcare.org) or call Community Care Plan at 844-410-6782.
  
- ✓ **Contracted Labs**
  - Quest Diagnostics