



Summer 2025
PROVIDER NEWSLETTER

Provider Engagement Sessions

Community Care Plan (CCP) is committed to supporting our providers through ongoing education and collaboration. We have hosted a series of Provider Engagement Sessions designed to enhance your knowledge and help you navigate our programs and tools effectively. These sessions cover a variety of important topics, including MMA Orientation, PlanLink, Billing, Claims & Appeals, Risk Gaps, HEDIS Measures for Pediatrics, and an upcoming HEDIS Measures Adults session on July 23, 2025. To access these valuable resources, please use the links below and stay tuned for future sessions aimed at improving quality care and streamlining processes.

Provider Engagement Sessions Links

[MMA Orientation](#)

[PlanLink](#)

[Billing, Claims, & Appeals](#)

[Risk Gaps](#)

[HEDIS Peds](#)

[HEDIS Adults](#)

Your feedback is extremely valuable to us, and we are committed to using it to enhance our programs and resources. We encourage you to share your thoughts on past sessions and provide suggestions for topics or areas you would like to see covered in future Provider Engagement Sessions. Your input helps us tailor these sessions to better support your needs and improve the overall provider experience.



PO Contact List

Get 1/1 support by reaching out to your assigned area Provider Operations Representative! Providers can now easily find their assigned representative + CN by clicking on their county in our new [Find your Rep Directory](#). Provider Operations Hotline: 1-855-819-9506 or email at CCP.Provider@ccpcares.org, for contracting and provider relations inquiries.



Authorization Requirements for PSR

Effective July 2, 2025, Community Care Plan (CCP) began requiring prior authorization for Psychosocial Rehabilitation Services (H2017) and Mental Health Clubhouse Services (H2030). This requirement applies to all providers and includes both new service requests and members currently receiving these services. Initial requests must be submitted by the ordering psychiatrist or licensed behavioral health provider with medical necessity documentation, and ongoing services will require monthly reauthorization with updated clinical documentation and evidence of continued involvement from the ordering provider.

All requests should be submitted via PlanLink.

For more details, view the full Prior Authorization List [here](#)





Health • Education • Access • Resources • Tools

Community Resource Center

Powered by Community Care Plan

At HEART Community Resource Center, your patients can learn about FREE events and resources to help them make healthy choices and learn new skills.

With topics ranging from nutrition and maternity to job training and behavioral health, there's a HEART event for everyone. Visit ourheart.org for help with:

 Food

 Physical Health

 Money

 Support Groups

 Job Support









 Mental Health

 Parenting

 and more!

[Learn more about HEART](#)

Quick Links

-  [PlanLink Provider Portal](#)
-  [Healthy Rewards](#)
-  [SAMHSA BH Services](#)
-  [Medicaid Eligibility](#)
-  [Papa Pals](#)
-  [Virta](#)
-  [HCPCS Codes Requiring PA](#)
-  [Prescription Drug Monitoring](#)

