

Spring 2026 Provider Newsletter



IMPORTANT REMINDER: OPEN ENROLLMENT OCTOBER 1, 2026

Open enrollment for Statewide Medicaid Managed Care runs October 1 – November 30, 2026, for enrollees in all regions. During this time, enrollees can switch plans or stay with their current one. Reminder letters go out starting July 2026, with all mailings completed by September 30, 2026.

Starting October 1, enrollees may request a plan change through any of the following (changes take effect December 1, 2026):

- Text: ENROLL to FLSMMC (357662) — Medicaid ID and account PIN required
- Online: www.flmedicaidmanagedcare.com — Member Portal or Enrollment Virtual Assistant
- Phone: 1-877-711-3662 to speak with a Choice Counselor



FROM THE START FLORIDA STATEWIDE MATERNAL HEALTH INITIATIVE

From the Start is a statewide maternal health initiative led by the Florida Agency for Health Care Administration (AHCA) in partnership with Florida Medicaid and its managed care health plans including Community Care Plan. With Florida Medicaid covering nearly 40% of births statewide, this initiative ensures every mother regardless of ZIP code, risk level, or circumstances has access to the care and support she needs from pregnancy through the first year postpartum.

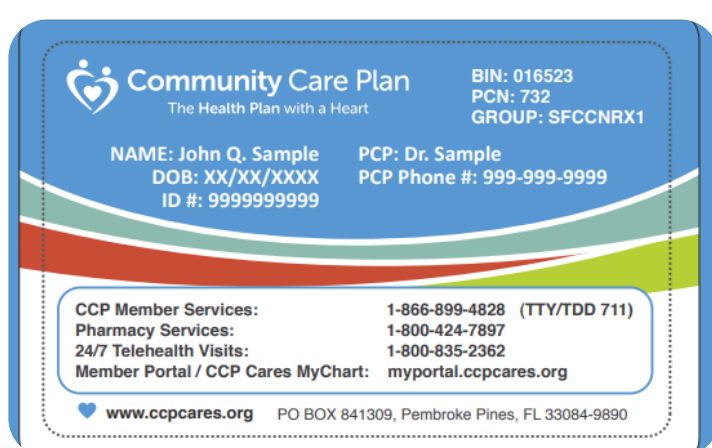
WHY THIS WORK MATTERS

More than 80% of pregnancy-related deaths are preventable, and 1 in 5 mothers experience a perinatal mental health condition. *From the Start* addresses these challenges head-on by unifying maternal health efforts across Florida through proactive, compassionate, and measurable solutions.

Learn more about *From the Start* at CCPcares.org



Identifying Member ID Cards and Current Contracted Lines of Business. This notice provides guidance on identifying member ID cards and verifying current contracted lines of business. Reviewing this information will help ensure accurate eligibility verification and claims submission. [Identifying Member ID Cards Provider Notice](#)



IMPORTANT UPDATE: NEW 2026 FLAT FILE DEADLINES

For providers who meet designated HEDIS performance measures, please be mindful of the upcoming Flat File submission deadlines to ensure your data is included for review:

- April 7, 2026
- July 7, 2026
- October 6, 2026
- January 6, 2027

Timely and accurate submissions are essential for incentive consideration.

COMPLIANCE CORNER

At CCP, our Compliance Program is essential to preventing, detecting, and correcting non-compliance, fraud, waste, and abuse. Providers play a vital role in maintaining these standards. To support you, we offer Provider Compliance Training, including Fraud, Waste, and Abuse (FWA) Training, to help meet compliance requirements.

[Compliance Training](#)

To report a concern anonymously, contact the Compliance Department:

☎ 954-622-3489 |

✉ CCP.Compliance@ccpcares.org | CCP.SIU@ccpcares.org

☎ Hotline: 855-843-106 |

🌐 lighthouse-services.com/ccpcares.org

Together, we can uphold integrity and ensure compliance across our network.

FIND YOUR REP!

Your dedicated Provider Representative (Rep) is here to support you with training, operational questions, and navigating CCP resources. Connecting with your Rep ensures you have the right guidance and timely assistance when you need it. Visit our website to find [your assigned Representative](#) and access their contact information today.

CONTRACTUAL & DEMOGRAPHIC CHANGES

Contracted providers are required to notify CCP of legal and demographic changes to ensure the accuracy of the provider directory and claim processing. You must notify your Provider Operations Representative of changes in your practice before the effective date of the change. Please email information on newly added or terminated providers and demographic changes to CCP.Provider@ccpcares.org within 30 days of the change.








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
- ♥ Job Support
- ♥ Mental Health
- ♥ Parenting

[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](#)