

Provider Notice

To: All CCP Providers
Subject: Identifying Member ID Cards and Current Contracted Lines of Business
Notice Date: July 21, 2025

Dear Provider,

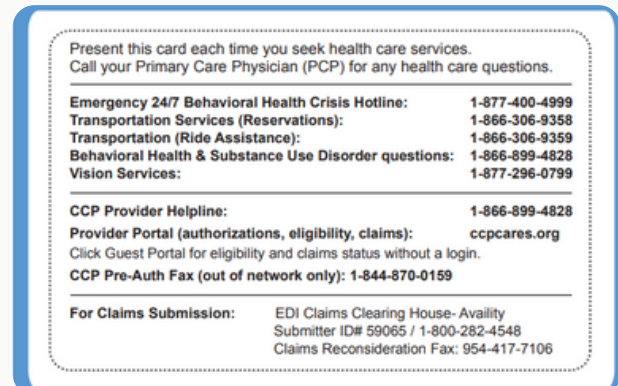
At Community Care Plan (CCP), we are committed to ensuring that our members receive seamless access to healthcare services. To enhance this experience, we would like to clarify some information that applies to all of our lines of business.

Important Reminder

Your practice is contracted to accept patients from our lines of business included in this memo. To avoid confusion:

- **Ensure** all front desk and billing staff are aware that all of our lines of business are accepted at your practice
- **Review and display the enclosed member ID** card samples so your staff can easily identify our plans
- **Contact Provider Operations** for assistance if there is any uncertainty in verifying contract status. You can reach us via email at CCP.Provider@ccpcares.org
- **Member eligibility** can be verified via the [PlanLink Provider Portal](#) or the IVR phone system.
- Electronic member ID card can be viewed at any time in the [PlanLink Provider Portal](#)

CCP MMA/SMI: Medicaid plan covering AHCA Regions E, F, G, H and I.



CCP FHK: Florida Healthy Kids plan covering children 5 - 18 years in the following counties: Indian River, Okeechobee, St. Lucie, Martin, Palm Beach, Broward, Monroe, and Miami-Dade.



Community Care Plan
The Health Plan with a Heart

Florida KidCare

NAME: John Q. Sample EFFECTIVE DATE: XX/XX/XXXX
ID #: 9999999999 DOB: XX/XX/XXXX
PCP: Dr. Sample PCP Phone #: 999-999-9999
Copays PCP: \$0 Spec: \$5 ER: \$10 UC: \$10
RxBIN: 016523 RxGRP: CCPFHKL RxPCN: 22796

Community Care Plan - Florida Healthy Kids
Member Services: 1-866-930-0944 (TDD/TTY 1-855-855-5303)
Rx Member Services: 1-800-424-7906
Teladoc 24/7 Telehealth Visits: 1-800-835-2362
Member Portal / MyChart: <http://myportal.ccpcares.org>



Present this card each time you seek healthcare services.
Call your Primary Care Physician (PCP) for any health care questions.

Emergency 24/7 Behavioral Health Crisis Hotline:	1-877-400-4999
Transportation Services (Reservations & Ride Assistance):	1-866-430-0570
Behavioral Health & Substance Use Disorder questions:	1-866-930-0944
Vision Services:	1-877-296-1299
CCP Provider Hotline:	1-855-819-9506

Provider Portal for eligibility, auth, and claims: PlanLink:
<http://planlink.ccpcares.org>
CCP FHK Pre-Auth Fax (out of network only): 1-866-930-0969

For Claims Submission: EDI Claims Clearing House - Availity
Submitter ID# FHKC1 / 1-800-282-4548
CCP-FHK Paper Claims to:
PO Box 841209
Pembroke Pines, FL 33084

CCP Employee: Commercial plan for CCP Employees and dependents.



Member

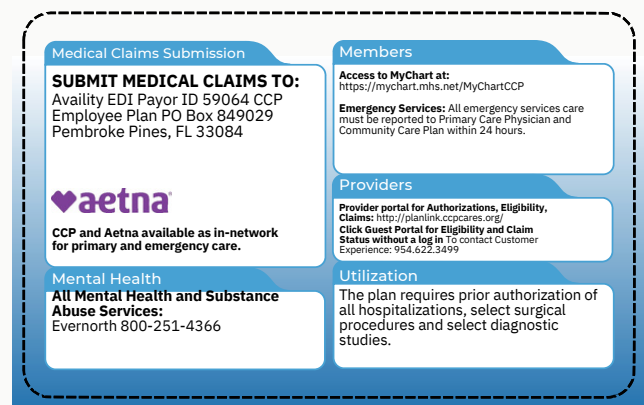
Community Care Plan
The Health Plan with a Heart

Community Care EMPLOYEE Plan HSA Extended
Group ID:
Member ID: SMPL0001
Liviniti Issuer:
(80840) 9151014609
Members:
00 JOHN SAMPLE
01 JANE SAMPLE
02 JIMMY SAMPLE

Pharmacy Benefit Provider

LIVINITI
Prescription Drug Benefits Administered by Liviniti
Live Pharmacy Help Desk:
1-833-682-4251
www.liviniti.com
RxBIN: 015433
RXPCN: SSN
RXGRP:

Copays
Primary Care Office Visit: \$20 per visit
Specialty Physician Visit: \$50 per visit
Prescription Drug Visit: No Charge
Teleadoc (Telehealth): No Charge
Deductible: Individual \$3,200 / Family \$6,400
Max OOP: Individual \$6,000 / Family \$12,000



Medical Claims Submission
SUBMIT MEDICAL CLAIMS TO:
Availity EDI Payor ID 59064 CCP
Employee Plan PO Box 849029
Pembroke Pines, FL 33084

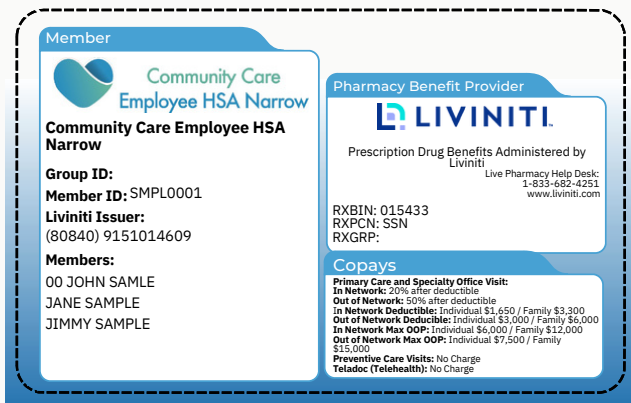
Members
Access to MyChart at:
<https://mychart.mhs.net/MyChartCCP>
Emergency Services: All emergency services care must be reported to Primary Care Physician and Community Care Plan within 24 hours.

Providers
Provider portal for Authorizations, Eligibility, Claims: <http://planlink.ccpcares.org>
Click Guest Portal for Eligibility and Claim Status without a log in To contact Customer Experience: 954.622.3499

Utilization
The plan requires prior authorization of all hospitalizations, select surgical procedures and select diagnostic studies.

aetna
CCP and Aetna available as in-network for primary and emergency care.

Mental Health
All Mental Health and Substance Abuse Services:
Evernorth 800-251-4366



Member

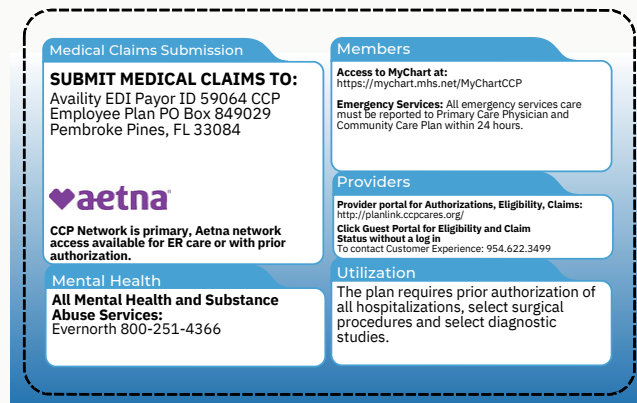
Community Care
Employee HSA Narrow

Community Care Employee HSA Narrow
Group ID:
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Liviniti Issuer:
(80840) 9151014609
Members:
00 JOHN SAMLE
JANE SAMPLE
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Prescription Drug Benefits Administered by Liviniti
Live Pharmacy Help Desk:
1-833-682-4251
www.liviniti.com
RxBIN: 015433
RXPCN: SSN
RXGRP:

Copays
Primary Care and Specialty Office Visit:
In Network: 20% after deductible
Out of Network: 50% after deductible
In Network Deductible: Individual \$1,650 / Family \$3,300
Out of Network Deductible: Individual \$3,000 / Family \$6,000
In Network Max OOP: Individual \$6,000 / Family \$12,000
Out of Network Max OOP: Individual \$7,500 / Family \$15,000
Preventive Care Visits: No Charge
Teladoc (Telehealth): No Charge



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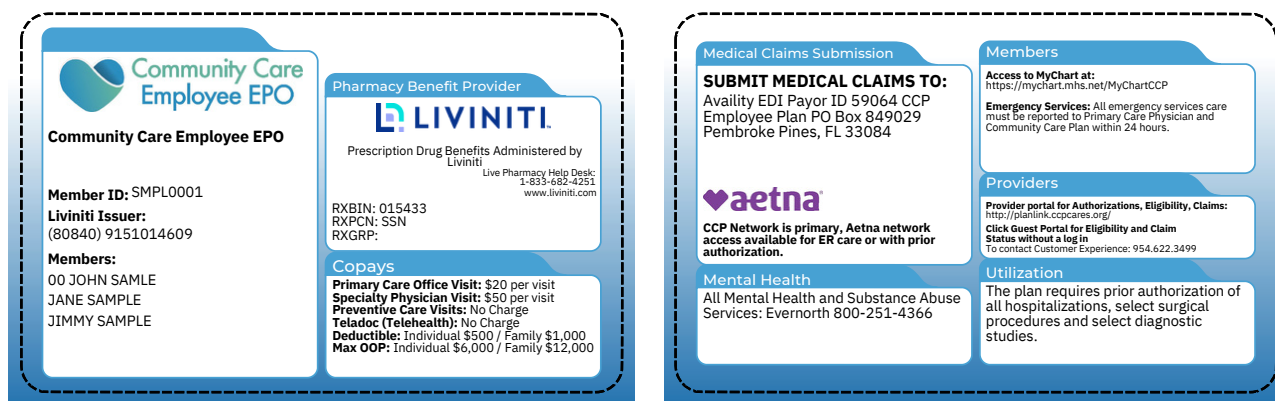
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aetna
CCP Network is primary, Aetna network access available for ER care or with prior authorization.

Mental Health
All Mental Health and Substance Abuse Services:
Evernorth 800-251-4366



Each ID card has clear distinctions, and the back of the card has additional plan-specific information. Please refer to the enclosed samples for details.

If you have any questions, please contact your assigned Provider Operations Representative, call our Provider Operations Hotline at **1-855-819-9506**, or email us at CCP.Provider@ccpcare.org.

Thank you for your continued partnership and dedication to quality care.
We appreciate your cooperation in ensuring members receive the best care experience.