# Community Care Plan (CCP) SMMC MMA/SMI (FL Medicaid) Provider Resource Guide

This reference guide provides a list of the departments at CCP that may be helpful in assisting with the coordination and authorization of services that a member may need. CCP has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CCP provides services in Regions E through I. For more information:

Contact CCP Provider Operations at 855-819-9506

or visit our website at CCPcares.org

## Behavioral Health

**Support provided:** assistance with appointments post-discharge, community services, education on condition, coordination with treating providers, etc.

| | |
|---|---|
| **Phone number** | 866-899-4828, press 1 |
| **Hours of operation during non-holidays** | Monday to Friday from 8am – 7pm |
| **Contact after hours or weekends** | 866-899-4828 |
| **Escalation contact:** | |
| **Primary** | Alyssa George<br>954-622-3358<br>ageorge@ccpcares.org |
| **Secondary** | Claudia Navarro<br>954-622-3285<br>clnavarro@ccpcares.org |
| **OUD/SUD Contact Person** | Same as Primary/Secondary |

Florida Behavioral Health Impact Mental Health Resource Directory

This program seeks to enhance accessibility of resources for women and children in need of mental health and substance use supports by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.

**Updated as of 3/1/2026**

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## Case Management

**Support provided:** Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers.

| | |
|---|---|
| **Phone number** | 866-899-4828 |
| **Hours of operation during non-holidays** | Monday to Friday from 8am – 7pm |
| **Contact after hours or weekends** | 866-899-4828 |

**Escalation contact:**

| | |
|---|---|
| **Primary** | Desiree Rodriguez<br>954-622-3293<br>derodriguez@ccpcares.org |
| **Secondary** | Claudia Navarro<br>954-622-3285<br>clnavarro@ccpcares.org |

## Perinatal Care Support

**Support provided:** Assistance with appointments post discharge, linking member to perinatal care, community services, education on condition, coordination with treating providers, etc.

| | |
|---|---|
| **Phone number** | 866-899-4828 |
| **Hours of operation during non-holidays** | Monday to Friday from 8 am – 7 pm |
| **Contact after hours or weekends** | 866-899-4828 |

**Escalation contact:**

| | |
|---|---|
| **Primary** | Natalye Ortokhai<br>954-800-9781<br>noratokhai@ccpcares.org |
| **Secondary** | Claudia Navarro<br>954-622-3285<br>clnavarro@ccpcares.org |

**Updated as of 3/1/2026**

# Community Care Plan (CCP) SMMC MMA/SMI (FL Medicaid) Provider Resource Guide

## Pharmacy – Prime Therapeutics

**Support provided:** Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA).

| | |
|---|---|
| **Phone number** | 800-424-7897 |
| **Hours of operation during non-holidays** | Monday to Friday from 8am – 9pm |
| **Contact after hours or weekends** | 800-424-7897 |
| **Escalation contact:** | |
| **Primary** | Julie Bueno<br>612-329-6358<br>Julie.Bueno@primetherapeutics.com |
| **Secondary** | Dan Sheedy<br>612-318-5631<br>dan.sheedy@primetherapeutics.com |

## Subcontracted Home Health Services/DME – Coastal Care Services

**Support provided:** Covered home health/DME utilization services.

| | |
|---|---|
| **Phone number** | 855-481-0505 |
| **Hours of operation during non-holidays** | Monday to Friday from 8 am – 7 pm |
| **Contact after hours or weekends** | 786-232-4745 |
| **Escalation contact:** | |
| **Primary** | Evelina Tutino<br>786-879-8913<br>etutino@ccsi.care |
| **Secondary** | Ysel Garcia<br>305-970-2048<br>ygarcia@ccsi.care |

**Updated as of 3/1/2026**

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## Subcontracted Therapy Services – Health Network One (HN1)

**Support provided:** Covered OT, ST, PT services.

| | |
|---|---|
| **Phone number** | 888-550-8800 |
| **Hours of operation during non-holidays** | Monday to Friday from 8:30am – 5:00pm |
| **Contact after hours or weekends** | 888-550-8800 |
| **Special instructions for after hours or weekends** | Follow the HN1 message instructions to be connected to the on-call UM supervisor |

**Escalation contact:**

| | |
|---|---|
| **Primary** | Terri Epp<br>954-478-6469<br>EppT@healthnetworkone.com |
| **Secondary** | Paula Moretti<br>954-326-3895<br>morettip@healthnetworkone.com |

## Subcontracted Vision Services – iCare Health Solutions/2020 Eyecare

**Support provided:** Vision services.

| | |
|---|---|
| **Phone number** | 855-373-7627 |
| **Hours of operation during non-holidays** | Monday to Friday from 9:00am – 5:00pm |
| **Contact after hours or weekends** | 855-373-7627 |

**Escalation contact:**

| | |
|---|---|
| **Primary** | Marcelo Guerra<br>Cell 786-457-3090<br>mguerra@myicarehealth.com |
| **Secondary** | Yesenia Hernandez<br>Cell 305-561-6204<br>yhernandez@myicarehealth.com |

**Updated as of 3/1/2026**

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## Transportation Services – ModivCare Solutions

**Support provided:** Non-emergency transportation home upon discharge.

| | |
|---|---|
| **Phone number** | 866-306-9358 |
| **Hours of operation during non-holidays** | Monday to Friday from 8am – 7pm |
| **Contact after hours or weekends** | 866-306-9358 |

**Escalation contact:**

| | |
|---|---|
| **Primary** | Jasmine Marrero<br>904-944-8199 |
| **Secondary** | Militza Castro<br>737-280-0096 |

## Utilization Management

**Support provided:** Authorizations related to medical & behavioral health services. DME/Home Health, Pharmacy, Therapy, Transportation and Vision authorizations are to be sent to the subcontractors noted above.

| | |
|---|---|
| **Phone number** | 866-899-4828 |
| **Hours of operation during non-holidays** | Monday to Friday from 8am – 7pm |
| **Contact after hours or weekends** | 866-899-4828 |
| **Special instructions for after hours or weekends** | Submit requests as Urgent to 844-870-0159 |

**Escalation contact:**

| | |
|---|---|
| **Primary** | Juliet Duncan<br>954-622-3327<br>jduncan@ccpcares.org |
| **Secondary** | Maria Jam Crease<br>954-622-3251<br>mcrease@ccpcares.org |

**Updated as of 3/1/2026**

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## Community Resources

CCP's Community Resources:

ccpcares.org/for-members/member-resources/community-resources/

CCP's Community Corner provides information on events, resources, and tools to help the community meet their social and health needs. This includes links to our Heart Community Resource Center, community events, and community partners. OurHeart.org

## Primary Care Provider

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a Primary Care Provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, please contact 866-899-4828.

| | |
|---|---|
| Provider Directory | providerdirectory.ccpcares.org/mma |
| Provider Tools | ccpcares.org/for-providers/provider-tools/ |

**Updated as of 3/1/2026**