



Important Provider Notice

Date: July 20th, 2023

To: Community Care Plan MMA & FHK Network Providers

Subject: Prior Authorization (PA) for Hospital Observation Services

This notice is to inform you that effective August 1, 2023, CCP will no longer require prior authorization (PA) for hospital observation services up to 72 hours for our Managed Medical Assistance (MMA) and Florida Healthy Kids (FHK) members. This change is part of our ongoing efforts to streamline our processes and reduce administrative burden for our network providers.

Please note that this change does not affect the medical necessity criteria or the reimbursement rates for hospital observation services. You are still required to submit claims with the appropriate codes and modifiers, and to comply with all other contractual and regulatory obligations. You are also encouraged to use PlanLink, our online provider portal, to verify patient eligibility and benefits before rendering services.

PlanLink – Check Patient Eligibility: Any provider can check patient eligibility as a guest. No login credentials are required.

<https://epiclink.mhs.net/PlanLinkCCP/Tapestry/enrollment/GuestEligWrapper.asp>

PlanLink – Participating Providers: Participating providers registered for PlanLink, our online provider portal, should use it to request prior authorization of medical services requiring authorization.

https://epiclink.mhs.net/planlinkCCP/common/epic_login.asp

We appreciate your continued partnership and commitment to providing quality care to our members. If you have any questions or concerns, please contact your Provider Operations Representative or call our Provider Operations hotline at 1-855-819-9506.

Prior Authorization Requirements are available on the CCP website:

MMA: ccpcares.org/Providers/MMA/ServicesRequiringPriorAuthorization/PDF

FHK: ccpcares.org/Providers/FloridaHealthyKids/ServicesRequiringPriorAuthorization/PDF