

Quick Reference Guide

CCP Employee Plan Summary

- **CCP Employee In-Network Plan:** Utilizes the CCP Provider network which includes Broward Health and Memorial Healthcare system providers.
- **CCP Employee HSA Narrow Network Plan:** Utilizes the Aetna Signature Network for emergency or pre-authorized care only.
- **CCP Employee HSA Extended Network Plan:** Utilizes the CCP provider network which includes Broward Health and Memorial Healthcare system providers, as well as the Aetna Signature network for in-network care.

Provider Portal	Please visit: e-apply.ccpcares.org to request access to the provider portal For questions or assistance with access and/or registration, call the PlanLink Hotline at 1-844-514-1494 opt. 2.
Enrollee Eligibility Verification	Online verification of enrollee eligibility: planlink.ccpcares.org Planlink guest portal visit: planLink.CCPCares.org and select Guest Eligibility Portal Link
Authorizations	• Submit online authorization requests: planlink.ccpcares.org • Updated list of <u>services requiring prior authorization</u> • To check status visit planlink.ccpcares.org/ or you may contact Community Care Plan at 1-866-224-5701

Claims Clearinghouse	Availity
Payer ID	59064
Claims Registration	availity.com or 1-800-282-4548

Claims appeals Must be submitted using [PlanLink](#) within 30 days from date of denial or Fax a [Claim Appeal Form](#) to 954-417-7106

Electronic Funds Transfer (EFT) Registration [EFT Form](#)

Electronic Remittance availity.com

For claim status planlink.ccpcares.org or **1-866-899-4828**

Pharmacy	Liviniti	1-833-682-4251
Behavioral Health	Evernorth	1-888-736-7009
Chiropractic Services	ChiroAlliance	1-877-434-8258