

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.
- Schedule of Benefits <https://ccpcares.org/for-providers/schedule-benefits-epo-plan/>
- **CCP Employee HSA Narrow Network Plan:** Utilizes the Aetna Signature Network for emergency or pre-authorized care only.
- Schedule of Benefits <https://ccpcares.org/for-providers/schedule-benefits-hsa-narrow/>
- **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.
- Schedule of Benefits <https://ccpcares.org/for-providers/schedule-benefits-hsa-extended/>

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| Provider Portal | <p>Please visit: e-apply.ccpcares.org to request access to the provider portal</p> <p>For questions or assistance with access and/or registration, call the PlanLink Hotline at 1-844-514-1494 opt. 2.</p> |
| Enrollee Eligibility Verification | <p>Online verification of enrollee eligibility: planlink.ccpcares.org</p> <p>Planlink guest portal visit: planLink.CCPCares.org and select Guest Eligibility Portal Link</p> |
| Authorizations | <ul style="list-style-type: none"> • Submit online authorization requests: planlink.ccpcares.org • Updated list of services requiring prior authorization • To check status visit planlink.ccpcares.org/ or you may contact Community Care Plan at 1-866-224-5701 |

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| Claims Clearinghouse | Availity |
| Payer ID | 59064 |
| Claims Registration | availability 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 [availability](#)

For claim status [planlink.ccpcares.org](#) or [1-866-899-4828](#)

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