



FirstName LastName

Address

City, State Zip

June 1, 2026

Important Changes to Medicaid Benefits for June 1 and July 1, 2026

Dear Member,

Please find attached a flyer for the new “From the Start” program. It offers increased benefits for pregnant mothers from prenatal to postpartum. Pregnant mothers also have access to services and support, including unlimited doula, lactation, companionship, and more.

Also, starting June 1, some of CCP’s Medicaid expanded benefits will change. Expanded benefits are extra goods or services. The standard benefits offered by Medicaid are not changing.

These benefits will be covered based on the standard Florida Medicaid limits:

- Behavioral Health Medical Services (Drug Screening)
- Psychosocial Rehabilitation
- Targeted Case Management

Starting July 1, the following expanded benefit will change:

- Over the counter (OTC) will now be \$25 per household per month

To learn more about expanded benefits, visit our website:

CCPcares.org > For Members > Medicaid > Medicaid Benefits

If you need help or have any questions, please call Member Services at 1-866-899-4828 (TTY 711), Monday through Friday, from 8:00 AM to 7:00 PM.

We are happy to help you. Thank you!

From the Start

Support for every mother

From the Start is a new initiative that ensures every Medicaid-enrolled mother is supported from pregnancy through the first year postpartum.



Rewards and programs to support you **\$200 in Rewards on our CCP Prepaid Visa**

- \$25 for telling us you are pregnant within 30 days of your doctor confirming the pregnancy
- \$25 for completing your Health Snapshot (HRA) within 60 days of enrollment or CCP's request
- \$50 for the prenatal visit within the first trimester, and \$25 for two more prenatal visits, up to \$100 total
- \$25 for a postpartum visit with your doctor between one (1) and 12 weeks after delivery
- \$25 for your baby's first check-up within 30 days of birth

Learn more about our Rewards:



We're Here for You with our Before Baby & Beyond Program

Our Before Baby & Beyond program gives pregnant members personalized support before, during, and after pregnancy to help both mom and baby. Nurses can help with:

- Finding an OB/GYN or pediatrician
- Making prenatal and postpartum appointments
- Creating a birth plan. Getting baby supplies, food resources, prenatal classes, and breastfeeding help
- Learning important safety and newborn care information
- Getting reminders, tips, and one-on-one support throughout pregnancy and beyond

Learn more about our Before Baby & Beyond Program:

For more information about *From the Start*: fromthestart.org



 CCPcares.org

Community Care Plan is a managed care plan with a Florida Medicaid contract in Brevard, Broward, Charlotte, Collier, Desoto, Glades, Hendry, Indian River, Lee, Martin, Miami-Dade, Monroe, Okeechobee, Orange, Osceola, Palm Beach, Sarasota, Seminole, and St. Lucie counties. The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the Managed Care Plan. Limitations, copayments, and/or restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/co-insurance may change.

Auxiliary Aids

ATTENTION: If you speak english, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-866-899-4828 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se dispone de forma gratuita de ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 1-866-899-4828 (TTY: 711) o hable con su proveedor.

ATANSYON: Si w pale Creole, sèvis asistans pou lang disponib pou ou pou gratis. Èd oksilyè ki apwopriye ak sèvis pou bay enfòmasyon ki nan fòm aksesib yo disponib tou gratis. Rele 1-866-899-4828 (TTY: 711) oswa pale ak founisè w la.

Foreign Languages

This information is available for free in other languages. Please contact our customer service number at 1-866-899-4828, (TTY: 711) Monday through Friday from 8:00 AM a 7:00 PM EST.

Esta información está disponible gratis en otros idiomas. Por favor contacte a nuestro departamento de servicio al cliente al 1-866-899-4828, (TTY: 711) de lunes a viernes desde las 8:00 AM a 7:00 PM EST.

Enfòmasyon sa a disponib nan lòt lang yo. Tanpri kontakte depatman sèvis manm nou an nan 1-866-899-4828, (TTY: 711) Lendi jiska Vandredi de 8:00 AM a 7:00 PM EST.



Non-Discrimination Notice

Community Care Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) (or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Community Care Plan does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Community Care Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).

- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Jennifer Nielsen.

If you believe that Community Care Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Jennifer Nielsen, Civil Rights Coordinator, 1643 Harrison Parkway Building H, Suite 200. Sunrise, Florida 33323, 1-866-899-4828, TTY/TDD 711, jnielsen@ccpcares.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jennifer Nielsen is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

This notice is available at Community Care Plan's website:
www.ccpcares.org/Nondiscrimination.