PROVIDER NEWSLETTER
Serving our CCP Provider Community—Summer Edition 2018

With your partnership, we were able to achieve

26 of 30 Stars in Six Quality Domains:

- Pregnancy Care
- Keeping Adults Healthy
- Mental Health Care
- Keeping Kids Healthy
- Living with Illness
- Children’s Dental Care

Community Care Plan is also 1 of 3 Medicaid health plans selected by the Agency for Health Care Administration (AHCA) to continue to provide Medicaid in Broward County

Quality Domains: 2016 Quality of Care Indicator ratings by the Florida Agency for Health Care Administration, FloridaHealthFinder.gov by Medicaid Health Plan Report Card

Announcements & Reminders

PlanLink Provider Portal: EPIC Care link provides real-time web access to view claims, referrals, coverages, and benefits. To set up your PlanLink account, please contact Provider Operations.

Provider Absence: In-Network providers are required to provide alternative coverage for our members by a participating CCP provider.

Practice Changes

Please note that to maintain our Provider Directory and continuity of care for our members, it is essential that you notify Provider Operations of changes in your practice prior to the effective date of the change for the following items:

- Name/Practice Name
- Address
- Phone Number
- Tax ID Number
- Medicaid Number
- Provider Leaving/Joining Group Practice
- Addition/Deletion of Hospital Privileges
- Change Effective Date

Provider Operations Hotline
(855) 819-9506

Member Services Hotline
(866) 899-4828

CCP Website
www.ccpcares.org

Proudly representing our owners:
Pharmacy Corner

Codeine and Hydrocodone Cough and Cold Containing Products Limited to 18 Years of Age

The U.S. Food and Drug Administration (FDA) is requiring labeling changes for hydrocodone and codeine containing prescription cough and cold medicines to limit their use to adults 18 years of age and older due to their risks outweighing their benefits in children younger than 18 years of age. In addition, the FDA is requiring safety information about the risks of misuse, abuse, addiction, overdose, death, and slowed or difficult breathing be added to the boxed warning of these products. These products will no longer be indicated for use in children, and their use in this age group is not recommended.

In response to the FDA safety guideline recommendations, Florida Medicaid adopted the minimum age limitation of 18 years of age on codeine and hydrocodone containing prescription cough and cold medicines, effective as of May 14, 2018.

The New Controlled Substances Bill in Response to Florida’s Opioid Abuse

On March 19, 2018, Governor Rick Scott signed the Controlled Substances Bill with an effective date of July 1, 2018, addressing opioid abuse by establishing prescribing limits, requiring continuing education on controlled substance prescribing, expanding required use of Florida’s Prescription Drug Monitoring Program, EFORCSE, and more.

Under House Bill 21, a prescription for an opioid listed as a Schedule II controlled substance may not exceed a 3-day supply, except that up to a 7-day supply may be prescribed if:

- The prescriber believes that more than a 3-day supply of an opioid is medically necessary to treat the member’s pain as an acute medical condition.
- The prescriber indicates “ACUTE PAIN EXCEPTION” on the prescription and documents in the member’s medical records the acute medical condition and lack of alternative treatment options that justify an exception from the 3-day supply limit.

For the treatment of pain other than acute pain, a prescriber must indicate “NONACUTE PAIN” on the prescription.

For more information, please visit the Florida Department of Health website at www.flhealthsource.gov/FloridaTakeControl/.

Available on the CCP website

Visit our CCP website (www.ccpcares.org/providers/providers-for-mma/pharmacy) to view:

- Preferred Drug List (Drug Formulary)
- Formulary Changes Summary Report
- Contact information for our Pharmacy Benefit Manager (PBM), Magellan RX (to submit a prior authorization or locate contact information for Magellan Specialty Pharmacy)
- Pharmacy Locator (to find an in-network pharmacy provider)
- Opioid Educational Resources for Providers

Pharmacy Corner
Provider Satisfaction Survey

The 2018 Community Care Plan Provider Survey was conducted by a third-party consulting group between March 12, 2018 and May 11, 2018. Surveys were completed through Internet and telephone interviews by 154 office administrators from a list of 235.

- Regarding the likelihood of recommending Community Care Plan to other provider practices, in 2017, 22.5% of administrators were very likely to recommend, while in 2018, there was an almost 40% increase to 61.2%.

- Respondents showed overall perception of CCP’s call center 2018 with a ‘very satisfied’ rating of 96.5%.

- 46.5% of respondents were ‘very satisfied’ with CCP’s utilization and quality management with an almost 10% increase from 2017.

Thank you for your participation and feedback. We are always looking for opportunities to improve and strengthen our relationship with you!
COMING SOON: Monthly Fax/Email Blast - “Did you Know?”

Provider Operations will be sending our monthly fax/email blast with quick tips and important reminders.