NEW: CCP Secure Provider Portal!

Community Care Plan is happy to offer our network providers the new CCP Provider Portal PlanLink, which facilitates communication between Community Care Plan (CCP) and all providers servicing our community. PlanLink is a secure web portal that allows providers to access referrals, claims and eligibility for all enrollees managed by CCP. Using our new PlanLink Provider Portal, you will be able to:

**Securely communicate and reduce call volume:** PlanLink users can contact CCP staff with enrollee-related concerns and resolve reimbursement questions by sending Customer Service Messages (CRMs)

**Review insurance information:** Enrollees’ coverage information, metered benefits and submitted claims are available on demand for providers and their support staff reference

**Manage referrals:** Providers’ office staff can submit and review authorizations and notification letters electronically

**Review and track claims:** Providers’ office staff can see claims submitted and claim status, even before claims have been fully processed

In addition, we will soon offer Healthy Planet Link to all PlanLink users, which will provide your office with access to care management tools, scorecards and analytics that help to coordinate the care of your patients. Healthy Planet Link will be automatically integrated into your PlanLink access.

Healthy Planet Link Providers without access to PlanLink should contact the CCP Provider Operations Hotline at 1-855-819-9506 for further information regarding PlanLink.
Important Information to Remember

Availity

Submit all claims electronically to EDI Clearinghouse Availity

CCP Medicaid payer ID, 50965
CCP payer ID for other lines of business, 59064

Did You Know

❤ Our Case Management team is available to assist with complex members. Call 866-899-4828, ext. #5

❤ Behavioral Health Services: Concordia 800-294-8642

❤ Compare Health Plans

❤ Locate information about CCP Quality:

Healthcare Effectiveness Data and Information Set (HEDIS)

What is HEDIS?
HEDIS is a tool used by most nationwide health plans to measure performance on different dimensions of healthcare and services provided to patients. The results set the standard for further care. Results are viewed publicly for all to review and compare to other plans. The National Committee for Quality Assurance (NCQA) is the governing body that sets the standard for HEDIS.

How Does CCP Compare with other Health Plans in 2017?
As noted on page 1 of this newsletter, Community Care Plan, the health Plan with a heart, was rated highest in Florida for Quality of Care. We received 26 stars of a possible 30 in six performance measures, reflecting our commitment to go above and beyond to providing quality care and service to all our members.

What is CCP Doing to Close HEDIS Care Gaps?
We have multiple programs and incentives to encourage members to get well checkups, which has closed members’ Care Gaps. Here are a few tips to improve your HEDIS Scores:

1) Pay for Performance (P4P) Provider Incentive Program
2) Concierge Care Coordination Service
3) Provider HEDIS Quick Reference Tool Kits
4) Member Incentive Program
5) Flat Filing
6) Calling and Texting Campaigns
7) Dental Tear-off Post Cards (referring dentists within a five-mile radius)

How can a Primary Care Physician (PCP) proactively address HEDIS Care Gaps for our Medicaid pediatric population?

1) Billing for SICK and WELL visits TOGETHER for ages 0-20 years old. All components of the well visit must be met, including anticipatory guidance.

2) Children ages 0-20 years old in the Medicaid population may have more than one (1) Well Checkup within a 365-day period.

http://ahca.myflorida.com/Medicaid/childhealthservices/chc-up/

Administration Code for Immunization Update

Florida Medicaid posted changes to immunization billing codes that became effective October 1, 2017. Providers are required to submit both the vaccine product CPT code as well as the vaccine administration CPT code on the claim to receive reimbursement from Florida Medicaid through fee-for-service. If more than one vaccine is administered during the same visit, each vaccine code and an administration code for each vaccine must be submitted on the claim form.
Effective January 1, 2018, Community Care Plan (CCP) will be contracted to provide Third-Party Administrator benefits to Broward County Government (BCG). BCG is a commercial plan designed for Broward County Government Employees. CCP greatly values its relationship with our healthcare provider community, and remains committed to continually enhancing our services to you.

**Practice Changes**

Please note that it is essential that your Provider Operations Associate is notified of the following changes in your practice, prior to the effective date of the change:

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

This information is essential for Provider Directory revisions and ensures continuity of care for the enrollee.

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**Appointment Access and Availability Audits**

Community Care Plan (CCP) providers are required by the Agency of Healthcare Administration (AHCA) to meet the following access to care standards:

- **Urgent Care**: Within one day
- **Routine Sick Care**: Within one week
- **Well Care**: Within one month

**Open Access**

Medicaid and commercial plans that Community Care Plan (CCP) administers do not require referrals to see in-network specialists.

**PlanLink Provider Portal**

As described on page 1 of this newsletter, EpicCare Link is a tool that provides real-time web access for providers. A component of EpicCare Link is PlanLink. PlanLink provides the ability to see Claim/Referrals and Coverages & Benefits. To obtain access, you will need to contact the Provider Operations Hotline at 1-855-819-9506.

Effective January 1, 2018, Community Care Plan (CCP) will be encouraging all providers to enroll in PlanLink.

**Provider Operations Hotline**

(855) 819-9506

**Website**

[www.ccpcares.org](http://www.ccpcares.org)

**Provider Satisfaction Survey link**

To help us serve you better, please complete this survey:

[https://www.surveymonkey.com/r/ProviderQualityAssurance](https://www.surveymonkey.com/r/ProviderQualityAssurance)
Notice of Requirement for Florida Medicaid Enrollment

Effective 1/1/2018, Community Care Plan will require that all prescribers writing prescriptions for Medicaid recipients to be enrolled as a Florida Medicaid provider with Florida’s Agency for Health Care Administration (ACHA).

No action is required if you are actively enrolled as a provider in the Florida Medicaid program. Any prescriptions you write may continue to be filled at any of Community Care Plan’s network of pharmacies. If you wish to enroll as a Florida Medicaid Provider, you may call Florida’s Agency for Health Care Administration at 1-800-289-7799 or enroll on their website:

http://www.ahca.myflorida.com to obtain a Florida Medicaid ID number.

We are here to make this transition as smooth as possible and encourage you to contact us if you have any questions: CCP Provider Operations, (855) 819-9506.

Preferred Medicaid DME Companies

Ace Drugs, Inc.
D/B/A Hollywood Medical Supply
2131 Hollywood Blvd. #104
Hollywood, FL 33020-6828
Phone: 954-923-4693

Dura Medical Equipment Inc.
7835 N.W. 148 Street
Miami Lakes, FL 33016
Phone: 305-821-1202

Contact Us

For more information, please contact CCP Provider Operations: (855) 819-9506 or visit us on the web at www.ccpcares.org