




Dear New Member:


Welcome to Community Care Plan (CCP)!


We are happy to have you as a new member and want to give you access to high quality health care and superior customer service. To help you make the best use of your benefits, here is some useful information

This Welcome Kit includes:


 Member ID Card *(Remove the card and place it in a safe place)*

- Your effective date of enrollment
- Your Primary Care Provider (PCP) information can be found on the ID Card. If you would like to change your PCP, please feel free to call, write, or email us.
- To help you get the best medical care, you should call your PCP right away to let them know that you have a new health plan. Also, if have not had your annual wellness visit in the last year, you should also schedule an appointment with your PCP.

 Privacy Notice *(This is for you to read and keep)*

 Health Risk Assessment *(Please fill out the survey and return it in the envelope provided)*

- To help you live a healthy life, please fill out the Health Risk Assessment (HRA), even if you are in perfect health. This simple survey only takes a few minutes to complete.
- Your answers will be kept private, but they will help our nurses find the best programs and services for you.
- When you are done, please put the HRA and Medical Release Form inside of the free self-addressed envelope provided to you.
- If you need any help filling out the survey, please call our Member Welcome Team for help.
- If you choose to complete this form electronically, it is available on your MyChart Member Portal any time for your convenience.

 Medical Release Form *(Please fill out the form and return it with the HRA in the envelope provided)*

Learn About Your Plan, Find a Doctor, or Contact our Welcome Team

Our Welcome Team would like to connect with you in the first month that you join our plan. To help you learn more about your plan and benefits, find doctors or specialists, and get access to your medical records, please visit our Member Welcome page on our website at www.ccpcares.org/Members/Medicaid/Welcome.

You can also contact our Welcome Team to:

- Choose a new PCP or help finding a PCP
- Complete your Health Risk Assessment
- By phone, please call 1-866-384-2926
- By email, please complete the Contact Us form on our website at www.ccpcares.org/ContactUs

We are available Monday – Friday from 8:00am to 7:00pm.

Community Care Plan Member Services: 1-866-899-4828 | TTY/TTD 1-855-655-5303

Monday through Friday from 8:00am to 7:00pm EST | www.ccpcares.org



Welcome Text

Look out for a text message from our Welcome team with more helpful information. If you would like us to call or email you in the future, please let our Welcome Team know the best way to contact you.

Our goal is to make sure that you have what you need to see your PCP and learn about your health care needs to help you join special programs and **EARN REWARDS!**

Member Handbook and Provider Directory

Your Member Handbook and our Provider Directory are also on our website to view, print, or download but if you want a paper copy, just let our Welcome Team know and we can mail them to you!

Access to Your Medical Records, Make Appointments, Refill Prescriptions, etc.

As a CCP member, you have access to our secure member portal called MyChart. With this online portal, you can:

- ♥ Make changes to your PCP
- ♥ Order a new ID card
- ♥ Check test results
- ♥ Complete Health Questionnaires
- ♥ Connect with our Member Services team
- ♥ And much more!

You can also download the MyChart mobile app App Store or Google Play and access your member ID Card on your cell phone anytime!

- ♥ Sign up for MyChart today by completing the Contact Us form on our website:

www.ccpcares.org/ContactUs

Need a Doctor After Hours or Without Having to Leave Home?

CCP gives you free access to a doctor for non-emergency care 24 hours a day and 7 days a week with Teladoc. A doctor is there to help you anytime by phone or video!

- ♥ Set up your account today by:
 - Calling 1-800-TELADOC (835-2362),
 - Visiting www.Teladoc.com, or
 - Downloading the Teladoc mobile app on the App Store or Google Play

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Earn Rewards for Taking Care of Yourself and Your Family

You can earn gift cards for completing exams and tests that will help you and your family stay healthy, like:

- ♥ Completing your annual physical
- ♥ Getting your child's annual well child exam
- ♥ Quitting smoking
- ♥ Completing a weight management program

For more information, visit the Healthy Rewards page of our website:

CCPcares.org/Members/Medicaid/HealthyRewards

Help Managing your Health

For members who need help managing their health, our Concierge Care Coordination department offers case and disease management. These services include:

- ♥ Educating you on how to stay healthy
- ♥ Helping manage your care with your providers
- ♥ Linking you to other community resources

Are You Pregnant or Did you Recently have a Baby?

Our Birth, Baby, and Beyond program helps women get the prenatal care and support that is so important for a healthy pregnancy. Our Birth, Baby, and Beyond nurses can help you:

- ♥ Find a doctor for you and your baby
- ♥ Make early prenatal and postpartum care appointments
- ♥ Give you educational facts and information about your baby's care, safety, and breastfeeding
- ♥ Get transportation
- ♥ Get baby supplies, food, prenatal classes, housing, and breastfeeding help
- ♥ Make delivery plans

How to Contact Us After You Speak with our Welcome Team

After you speak to our Welcome Team, our Member Services is still here to help you. You can contact us at the Member Services phone number that is on your member ID Card.

This information is available for free in other languages. Please contact our customer service number at:

[1-866-899-4828](tel:1-866-899-4828) TTY / TTD [1-855-655-5303](tel:1-855-655-5303)

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Open Enrollment and Lock-In

Once you are enrolled with CCP, you have 120 days from the date of your first enrollment to try CCP. You can change plans for any reason in the first 120 days. After the first 120 days, if you still have Medicaid, you will be enrolled in the plan for the next eight months. This is called a “lock-in”.

The state will send you a letter 60 days before the end of your enrollment year telling you that you can change plans if you want to. This is called “open enrollment”. You do not have to change plans if you do not want to. If you choose to change plans during this time, you will begin in the new plan at the end of your current enrollment year. If you pick a new plan or if you stay in the same plan, you will be locked into that plan for the next 12 months. Every year you may change plans during your 60-day open enrollment period.

If you want to change plans after the initial 120-day period ends or after your open enrollment period ends, you must have a for cause reason to change plans. Below are the state-approved for cause reasons to change plans:

You do not live in a region where CCP is authorized to provide services

- Your doctor is no longer with CCP; You are excluded from enrollment
- A substantiated marketing violation has occurred
- You live in and get your Long-Term Care services from an assisted living facility, adult family care home, or nursing facility provider that was in our network but is no longer in our network.
- You are prevented from participating in the development of your treatment plan/plan of care
- You are in the wrong Managed Care Plan as determined by the Agency
- CCP no longer participates in the region
- Services related to your needs to be performed concurrently, but not all related services are available within CCP network, or your doctor has determined that receiving the services separately would subject you to unnecessary risk
- CCP does not, because of moral or religious objections, cover the service you seek
- You missed open enrollment due to a temporary loss of eligibility
- Other reasons per 42 CFR 438.56(d)(2) and s. 409.969(2), F.S., including, but not limited to: poor quality of care; lack of access to services covered under the Contract; inordinate or inappropriate changes of Doctors; service access impairments due to significant changes in the geographic location of services; an unreasonable delay or denial of service; lack of access to providers experienced in dealing with the Member’s health care needs; or fraudulent enrollment.
- The state has imposed intermediate sanctions upon CCP, as specified in 42 CFR 438.702(a)(3)

If you lose your Medicaid benefits, you will be dropped from CCP. If you get your Medicaid benefits within 180 days, you will become part of CCP again. To get more information about your Medicaid enrollment, you may also visit the AHCA enrollment broker.

- Their website is www.flmedicaidmanagedcare.com.
- You can also call them at 1-877-711-3662

Again, welcome to Community Care Plan!

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