



Community Care Plan (CCP) MMA (FL Medicaid) Provider Resource Guide

This reference guide provides a list of the departments at CCP that may be helpful in assisting with coordination and authorization of services that a member may need. CCP has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CCP provides services in Region 10. For more information,

Contact CCP at 855-819-9506

or visit our website at www.ccpcares.org/Providers/MMA/ProviderOperations

Behavioral Health

Support provided:

Assistance with appointments post discharge, community services, education on condition, coordination with treating providers, etc.

Phone number	866-899-4828, press 1
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	866-899-4828

Escalation contact:

Primary:	Desiree Rodriguez 954-622-3293 derodriguez@ccpcares.org
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Secondary:	Claudia Navarro 954-622-3285 clnavarro@ccpcares.org
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ODU/SUD Contact Person:	Same as Primary/Secondary.
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[Florida Behavioral Health Impact Mental Health Resource Directory](#)

This program seeks to enhance accessibility of resources for women and children in need of mental health and substance use supports by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.

Updated as of 3/7/2022



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Case Management

Support provided:

Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers

Phone number	866-899-4828
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	866-899-4828

Escalation contact:

Primary:	Desiree Rodriguez 954-622-3293 derodriguez@ccpcares.org
Secondary:	Claudia Navarro 954-622-3285 clnavarro@ccpcares.org



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Perinatal Care Support

Support provided:

Assistance with appointments post discharge, linking member to perinatal care, community services, education on condition, coordination with treating providers, etc.

Phone number	866-899-4828
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	866-899-4828

Escalation contact:

Primary:

Elizabeth Antoine
954-622-3260
eantoine@ccpcares.org

Secondary:

Claudia Navarro
954-622-3285
clnavarro@ccpcares.org



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Pharmacy - Magellan

Support provided:

Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA)

Phone number	800-424-7897
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	800-424-7897
Special instructions for after hours or weekends:	800-424-7913

Escalation contact:

Primary:	Charles Hall 850-212-0838
Secondary:	Mark Gravitt 804-921-8602



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Subcontracted Home Health Services/DME – Coastal Care Services

Support provided and description of each service:

Covered home health/DME utilization services

Phone number	855-481-0505
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	888-550-8800

Escalation contact:

Primary: Evelina Tutino
786-879-891
etutino@ccsi.care

Secondary: Ysel Garcia
305-970-204
ygarcia@ccsi.care

Subcontracted Therapy Services – Health Network One (HN1)

Support provided and description of each service:

Covered OT, ST, PT services

Phone number	888-550-8800
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	888-550-8800
Special instructions for after hours or weekends:	Follow the HN1 message instructions to be connected to the on-call UM supervisor

Escalation contact:

Primary: Terri Epp
954-478-6469
EppT@healthsystemone.com



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Subcontracted Vision Services – 2020 Eyecare/iCare

Support provided and description of each service:

Vision services

Phone number	855-373-7627
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	855-373-7627

Escalation contact:

Primary:	Marcelo Guerra 855-373-7627 ext. 287 Cell 786-457-3090
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Secondary:	Tristian Walker 855-373-7627 ext. 306 Cell 813-245-0557
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Transportation

Support provided:

Non-emergency transportation home upon discharge

Phone number	866-306-9358
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	866-306-9358

Escalation contact:

Primary:	Chantel Whisby 708-262-9423
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Secondary:	Constana Seals 404-384-3101
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Utilization Management

Support provided:

Authorizations related to medical & behavioral health services. DME/Home Health, Pharmacy, Therapy, Transportation and Vision Authorizations are to be sent to the Subcontractors noted above.

Phone number	866-899-4828
Hours of operation during non-holidays:	Monday to Friday from 8:00am-7:00pm
Contact after hours or weekends:	866-899-4828
Special instructions for after hours or weekends:	Submit requests as Urgent to 844-870-0159

Escalation contact:

Primary: Maria Jam Crease
954-622-3251
mcrease@ccpcares.org

Secondary: Juliet Duncan
954-622-3327
jduncan@ccpcares.org

Community Resources

CCP's Community Corner www.CCPcares.org/CommunityCorner#

CCP's Community Corner provides information on events, resources and tools to help the community meet their social and health needs. This includes links to our Heart Community Resource Center, community events, and community partners.

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a Primary Care Provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, please contact [866-899-4828](tel:866-899-4828).

<https://providerdirectory.ccpcares.org/mma>

www.ccpcares.org/Providers/MMA/ProviderOperations