Information about your Health and Benefits

Community Care Plan – Florida Healthy Kids provides information online to help you understand your child’s health benefits and how to use them. Please visit [www.CCPhealthykids.org](http://www.CCPhealthykids.org) for information on the topics below. Want a paper copy of this information? Please call Enrollee Member Services at 1-866-930-0944 TTY/TDD 1-855-655-5303.

- **Language Assistance and TTY Services**
- **Important Contact Information**
- **Member Rights and Responsibilities**
- **How to Access and Use Your Child’s Plan Benefits**
- **Our Utilization Management Procedures, which include:**
  - Services Requiring Authorization
  - New Technology Information
  - Services Not Covered by Community Care Plan – Florida Healthy Kids
  - What to Do if You Get a Bill
- **How to Find a Network Provider (Provider Directory)**
- **When and How to Submit a Claim**
- **Our Utilization Review Policy and Procedures**
- **New Technology Information**
- **What You Should Know About Your Child’s Prescription Drug Benefits**
- **Primary and Specialty Care Information, which includes:**
  - Choosing a Primary Care Physician (PCP) for Your Child
  - Changing Your Child’s PCP
  - Appointment Scheduling, Wait Times, and Other Standards
  - Patient-Centered Medical Home Information (PCMH)
  - Specialty Care
  - Getting After-Hours Care
  - Getting Care When You Are Out of the Service Area
- **Behavioral Health Benefits**
- **How to Get Urgent, Hospital, or Emergency Care**
- **Our Quality Management Program, which includes:**
  - Member Satisfaction Survey Results and Improvement Plan
- **Your Child’s Prescription Drug Benefits**
- **Population Health Programs**
• Online Claims and Benefits Information, which includes:
  o How to Access Your Child’s Claims Information
  o How to Request a New ID Card
  o How to Change your child’s PCP
• How to File a Complaint, Grievance, or Appeal