

Florida Healthy Kids (FHK) Quick Reference Guide

Servicing Counties: Broward, Indian River, Martin, Miami-Dade, Monroe, Okeechobee, Palm Beach, and St. Lucie.

FHK Provider Manual	FHK Provider Manual
Provider Services and Contracting	For any questions regarding your contract, please contact your assigned Provider Operations Representative or the CCP Provider Operations Hotline at 1-855-819-9506 or CCP.Provider@ccpcares.org
Provider Portal	Please visit e-apply.ccpcares.org to request access to CCP's provider portal, PlanLink.
Enrollee Eligibility Status Verification	Online verification of enrollee eligibility available: planlink.ccpcares.org or you may also contact Community Care Plan at 1-866-930-0944
Authorizations	Submit online authorization requests: planlink.ccpcares.org Updated list of <u>services requiring prior authorization</u> Online verification of authorization status: planlink.ccpcares.org or you 1-866-930-0944 1-866-930-0944

Claims Information

Claims Clearinghouse	Availity
Payer Name	Community Care Plan (Healthy Kids)
Payer ID	FHKC1
Claims Registration	availability.com or 1-800-282-4548

Timely filing	180 days from date of service
Claims appeals	Must be submitted using planLink within 90 days from date of denial or Fax a Claim Appeal Form to 954.417.7106
Electronic Funds Transfer (EFT) Registration	EFT Form
Electronic Remittance	availability.com
For claim status	planlink.ccpcares.org or 1-866-930-0944

Vendor Information

Home Health and DME	Coastal Care Services 1-833-204-4535
Pharmacy	Prime 1-800-424-7906
PT/OT/ST	Health Network One (HN1) 1-888-550-8800, option 2
Transportation	ModivCare 1-866-430-0570
Vision	iCare Health Options 1-877-296-1299

Adds/Terms/Changes

- Please submit information on newly added or terminated providers and demographic changes to CCP.Provider@ccpcares.org.