



## Important Provider Notice

Date: July 18, 2024

To: MMA Providers

Subject: MMA Prior Authorization Fax Line Issue

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We are currently experiencing issues with our MMA Prior Authorization fax line (844-870-0159). Until further notice, please send all MMA Prior Authorization requests to our direct fax line at 954-241-1914.

MMA Prior Authorization Requests may also be submitted via our Provider Portal, PlanLink. Access PlanLink at: <https://PlanLink.ccpcares.org>.

To request access to PlanLink, please visit <https://e-apply.ccpcares.org/> or send an email to [PlanLink@ccpcares.org](mailto:PlanLink@ccpcares.org). Typical user access processing time is 1-3 business days.

We are actively working with our vendor to resolve the issue and apologize for any inconvenience. If you sent any faxes yesterday to 844-870-0159, please re-send them to the direct number or submit your prior authorization request via PlanLink.

If you have any questions, please reach out to our Provider Operations Hotline at 1 (855) 819-9506 or email us [CCP.PROVIDER@ccpcares.org](mailto:CCP.PROVIDER@ccpcares.org).