

MMA Quick Reference Guide

As a Provider Service Network (PSN), Community Care Plan has signed a contract with the State of Florida Agency for Health Care Administration (AHCA) to offer Medicaid services to eligible Medicaid beneficiaries.

Community Care Plan Contacts

Provider Operations & Contracting	1-855-819-9506 or CCP.Provider@ccpcares.org Monday - Friday, 8 AM - 5 PM Please save ccp.provider@ccpcares.org to your email contacts. We use this email address to share important notices, updates, and provider communications.
Provider Portal	e-apply.ccpcares.org to request access
Enrollee Eligibility Verification	planlink.ccpcares.org or 1-866-899-4828
Authorizations	Click for a List of services requiring prior auth. Prior auth. request: planlink.ccpcares.org To check status visit planlink.ccpcares.org or 1-866-899-4828

Vendors

Home Health and DME	Coastal Care Services 1-833-204-4535
Laboratory & Services	Quest 1-866-697-8378 LabCorp 1-800-845-6167
Pharmacy	Prime 1-800-424-7897
PT/OT/ST/Podiatry/Dermatology	Emboss Specialty 1-888-550-8800 , option 2
Transportation	ModivCare 1-866-306-9358
Vision	iCare Health Options 1-877-296-0799

Claims

Claims Clearinghouse	Availity
Payer Name	Community Care Plan (CCP)
Payer ID	59065
Claims Registration	availability 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 1-954-417-7106
Electronic Funds Transfer (EFT) Registration	EFT Form
Electronic Remittance	availability
For claim status	planlink.ccpcares.org or 1-866-899-4828

Submit newly added, or terminated providers and demographic changes to CCP.Provider@ccpcares.org.