

Provider Notice

To: Hospitals
Subject: Important Reminder: Inpatient Prior Authorization Requirements
Notice Date: September 25, 2026

Dear Hospitals Partners,

This is a reminder that prior **authorization is required for all inpatient services** for Community Care Plan members. Requesting authorization helps ensure timely approval and continuity of care for our members.

Prior authorization is required for all inpatient admissions, including non-elective (emergency) admissions. NICU admissions are managed by ProgenyHealth and should be submitted per the NICU process. Notify ProgenyHealth Via Sfax at 1-855-710-6553.

How to submit

Submit all authorization requests through [PlanLink](#), our provider portal. CCP no longer accepts authorization requests by fax. Please include all necessary clinical information with your request. Non-participating providers should submit requests using the appropriate form on our Forms page.

Prior authorization guidelines

For the services that require prior authorization by line of business, see our Prior Authorization Guidelines page in: [Provider Tools](#)

If you have any questions, contact your assigned Provider Operations Representative, call the Provider Operations Hotline at 1-855-819-9506, or email CCP.Provider@ccpcares.org.

Community Care Plan