Community Care Plan
The Health Plan with a Heart

PROVIDER NEWSLETTER
Serving our CCP Provider Community – Fall *Edition 2024*

CCP Selected for Comprehensive MMA plus Serious Mental Illness (SMI) Plan
- We are proud to announce that CCP has been selected by the Agency for Health Care Administration (AHCA) as a Comprehensive MMA plus Serious Mental Illness (SMI) plan for regions E through I. For more information, visit our Provider Alerts page (Providers > Resources > Alerts).

Quality Updates – Questions? Contact your Quality Management Specialist
- For 2023 Dates of Service, NCQA is still accepting telehealth services as indicators of a member being in a measure, as well as measure compliance.
  - Be sure to add modifier GT and place of service 02.
- For hypertension patients with telehealth visits, please have them take a BP reading and document it!
- Adolescents need their teen shots! Start early to get the whole teen series completed BEFORE they turn 13!
  - One (1) Tdap is given between the 10th and 13th birthdays.
  - One (1) MEN is given between the 11th and 13th birthday.
  - Two (2) or three (3) HPV between their 9th and 13th birthday.
- A physical can be done at the same time as a sick visit using modifier 25.

Explore Value-Based Options for 2025!
- Interested in learning how value-based care can benefit your practice in the coming year? We're excited to offer a range of value-based options for 2025 that reward high-quality, patient-centered care. These models are designed to support your efforts in improving health outcomes, increasing patient satisfaction, and enhancing efficiency. Contact your assigned Contract Negotiator today to learn more and see how your practice can thrive in a value-based environment!
- Don't know who your assigned Contract Negotiator is? Contact our PO hotline at 1(855) 819-9506 for their contact info.

Provider Trainings
- Our Social Determinants of Health (SDoH) training is designed to empower providers in understanding and addressing SDoH while ensuring accurate billing and effective collaboration with care teams. To review this and other training, please visit our Provider Academy webpage: https://ccpcares.org/providers/Resources/ProviderAcademy.
- Screening, Brief Intervention, and Referral to Treatment (SBIRT) is a comprehensive, integrated approach to identifying and addressing individuals at risk for substance use disorders. For this training, please visit: www.sbirt.care/training.aspx.
- To review CCP's Provider Guide to SBIRT & Billing, please visit: https://ccpcares.org/pods/media/PDF/Provider-Guide-to-SBIRT-and-Billing.pdf.
- Our Provider Guide to Breast Pump Access and Maternal Health Services is designed to ensure providers have up-to-date guidelines for prescribing and documenting the need for breast pumps. Access the guide here: MMA-Provider-Guide-to-Breast-Pump-Access-and-Maternal-Health-Services.pdf.

Substance Abuse and Mental Health Services Administration (SAMHSA)
- SAMHSA leads mental health and substance misuse efforts and provides practitioner training for better outcomes and equitable access. For more information, visit www.samhsa.gov/practitioner-training.

Practice Changes
- Providers must notify Provider Operations of changes related to their Provider roster, group, or provider demographics, Tax ID, and Medicaid ID before the effective date to ensure continuity of care and maintain our Provider Directory.

Partners in Care

- For a full list of our important contacts, including Partners in Care (PICs) for our MMA and FHK lines of business, please visit our website (Providers > Resources > Important Contacts).

How to Become a Participating Provider

- If you are interested in becoming a participating provider with CCP, please complete the Letter of Interest (LOI) form on our website: https://ccpcares.org/Providers/Resources/BecomeaProvider.

- If you have any questions, contact our Provider Operations Hotline at 1(855) 819-9506.

Contracted Provider

- To add your facilities including Ancillary, Behavioral Health, and Hospital providers to your existing participating contract: Please download and complete our HDO Application and email it to CCP.Provider@ccpcares.org.

- To add practitioners to your current contract: Please download and complete our Provider Data Form, Provider Roster Template, and a W-9 Form dated within the last 12 months and email it to CCP.Provider@ccpcares.

NCQA - Free CME Credits Available for Healthcare Professionals

- Register for NCQA's in-person, virtual, or on-demand courses covering a wide range of topics at www.ncqa.org/education-training

Announcements & Reminders

- **Provider Operations Representative:** Did you know that all participating providers have a dedicated Provider Operations Representative? For more information, please contact our Provider Operations Hotline by phone at 1(855) 819-9506or via email at CCP.provider@ccpcares.org.

- **Provider Lenz:** CCP is utilizing this innovative Provider Lenz tool to enhance our provider validation process. This collaboration is aimed at simplifying the verification of provider information, ensuring that provider records are accurate and up to date. Your cooperation is vital in maintaining the integrity of our provider database and we thank you for your continued support and partnership.

  - As part of this initiative, providers will receive an email prompting them to validate the records they oversee. The process is straightforward. No login is required. To review your information, just click the link in the email.

- **Medicaid Eligibility:** All Medicaid providers are required by the Agency of Health Care Administration (AHCA) to maintain an active, limited enrolled, or enrolled status with Medicaid to receive payment. For more information on enrollment, please visit Enrollment Application | Florida Medicaid Web Portal (flmmis.com)

- **Well Visits**: May be completed via telemedicine/telehealth, a service that uses interactive telecommunications equipment, such as, at a minimum, audio, and video equipment that permit two-way, real-time, interactive communication between the patient and practitioner. Encourage members to complete their annual visit. By doing so, members can receive up to a $20 gift card from CCP. Details are available on our Healthy Rewards webpage: https://ccpcares.org/healthyrewards

- **RSV Vaccine – MMA & FHK Plan:** As part of our efforts to offer optimal care to our members, CCP now covers the RSV vaccine for pregnant women. For the latest reimbursement details, please refer to the Prescribed Drugs Immunization Fee Schedule

Community Care Plan
The **Health Plan** with a Heart

- **PlanLink Provider Portal:** PlanLink provides real-time web access to submit prior authorization requests and appeals, and view claims, referrals, coverages, and benefits. To set up your PlanLink account, please contact PlanLink@ccpcares.org or visit e-apply.ccpcares.org.
  - You can also Check Guest Eligibility and Check Guest Claims without logging in!
  - If your organization uses a third-party billing company, please advise them that CCP's Guest Claims portal provides detailed claim information and DOES NOT require login credentials! They can obtain payment information, such as: Claim status including Rejected claims (coming soon!), plus Claim denial reason, Patient total, Net payable, Check number/check date, Total check amount, Service level claim codes (new!), Service level claim details (new!), and a link to the Provider Claim Appeal Form (new!).

- **Heart Community Resource Center:** To help address the social determinants of health, CCP has a Community Resource Center, HEART (Health – Education – Access – Resources – Tools). Heart now has a location in the Lauderdale Lakes Marketplace (3736 W Oakland Park Blvd) and a virtual site that offers free online events and resources. They are open to non-members. Learn more at OurHeart.org.

- **Papa**: Community Care Plan has partnered with Papa, a service that connects eligible members to a Papa Pal for help with companionship, everyday tasks, transportation, and more at no cost to the member. Adolescents and adults over 55 years old without a well visit and pregnant or postpartum moms can sign up directly with Papa. To get started with no referral required from their physician or for additional information, members should visit www.ccpcares.org/papa.

- **Virta Health:** Virta is a no-cost program for CCP members aged 18 to 79 to safely reverse type 2 diabetes. It includes a dedicated health coach, testing supplies, physician-led team care, dietary resources, and support. Providers can refer members who qualify by visiting www.virtahealth.com/apply. Contact your Provider Operations Representative for more information. CCP offers expanded benefits to our MMA members at no cost, including:
  - **Financial Literacy**: Consolidated Credit (KOFE) provides education, resources, and tools to assist members in reaching their financial goals. Visit CCP + KOFE
  - **Tutoring K-12:** CCP offers free online tutoring to Medicaid members, available 24 hours, 7 days a week with Tutor.com. Visit CCP + Tutor.com.
  - To review all CCP's expanded benefits, visit https://ccpcares.org/Plans/Medicaid#Expanded-Benefits.

- **Newborn Circumcisions Reimbursement:** As a reminder, this service is available within the first 12 weeks of birth during the initial hospitalization visit or at a participating facility and is limited to one per lifetime. No authorization is required for participating providers, and members should not be billed for CCP-covered services as per the Provider Agreement.

- **Healthcare Common Procedure Coding System (HCPCS) Codes Requiring Prior Authorization:** A list of HCPCS codes for medications requiring prior authorization is available on the Providers > Pharmacy section of our website and replaces the previous authorization requirement for infusion or injectable medications. Review the Pharmacy Prior Authorization list on the CCP website: https://ccpcares.org/Providers/Resources/Pharmacy.

- **Pharmacy Reminder**: **Prescription Drug Monitoring Program (PDMP):** All Medicaid prescribers of opioids schedules II-V should always check the Electronic-Florida Online Reporting of Controlled Substances Evaluation(E-Forcse) system before prescribing opioids. For more information on PDMP, please visit www.e-forcse.com.

- **Opioid resources to help with MME calculations** and other helpful tools can be found at Opioid Educational Resources

 Availity
Submit all claims electronically to:

- EDI Clearinghouse Availity
- CCP Medicaid payer ID = **59065**
- CCP FHK Payer ID = **FHKC1**
- PPUC Payer ID = **BHPP1**
- CCP payer ID for all others = **59064**

Proudly representing our owners:

 BROWARD HEALTH   Memorial Healthcare System