

This reference guide provides a list of the departments at CCP that may be helpful in assisting with the coordination and authorization of services that a member may need. CCP has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. CCP provides services in Regions E through I. For more information:

Contact CCP Provider Operations at 855-819-9506

or visit our website at www.ccpcares.org

#### **Behavioral Health**

**Support provided:** assistance with appointments post-discharge, community services, education on condition, coordination with treating providers, etc.

**Phone number** 866-899-4828, press 1

**Hours of operation during non-holidays** Monday to Friday from 8am – 7pm

Contact after hours or weekends 866-899-4828

**Escalation contact:** 

**Primary** Alyssa George

954-622-3358

ageorge@ccpcares.org

Secondary Claudia Navarro

954-622-3285

clnavarro@ccpcares.org

OUD/SUD Contact Person Same as Primary/Secondary

#### Florida Behavioral Health Impact Mental Health Resource Directory

This program seeks to enhance accessibility of resources for women and children in need of mental health and substance use supports by providing a statewide directory of active and qualified maternal and pediatric behavioral health providers.



### **Case Management**

**Support provided:** Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers.

Phone number 866-899-4828

**Hours of operation during non-holidays** Monday to Friday from 8am – 7pm

Contact after hours or weekends 866-899-4828

**Escalation contact:** 

**Primary** Desiree Rodriguez

954-622-3293

derodriguez@ccpcares.org

**Secondary** Claudia Navarro

954-622-3285

clnavarro@ccpcares.org

#### **Perinatal Care Support**

**Support provided:** Assistance with appointments post discharge, linking member to perinatal care, community services, education on condition, coordination with treating providers, etc.

**Phone number** 866-899-4828

**Hours of operation during non-holidays** Monday to Friday from 8 am – 7 pm

Contact after hours or weekends 866-899-4828

**Escalation contact:** 

**Primary** Natalye Ortokhai

954-800-9781

noratokhai@ccpcares.org

**Secondary** Claudia Navarro

954-622-3285

clnavarro@ccpcares.org



### **Pharmacy – Prime Therapeutics**

**Support provided:** Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA).

**Phone number** 800-424-7897

**Hours of operation during non-holidays** Monday to Friday from 8am – 9pm

Contact after hours or weekends 800-424-7897

**Escalation contact:** 

Primary Charles Hall

850-212-0838

**Secondary** Mark Gravitt

804-921-8602

#### Subcontracted Home Health Services/DME - Coastal Care Services

**Support provided:** Covered home health/DME utilization services.

**Phone number** 855-481-0505

**Hours of operation during non-holidays** Monday to Friday from 8 am – 7 pm

Contact after hours or weekends 786-232-4745

**Escalation contact:** 

**Primary** Evelina Tutino

786-879-8913 etutino@ccsi.care

**Secondary** Ysel Garcia

305-970-2048 ygarcia@ccsi.care



### **Subcontracted Therapy Services – Health Network One (HN1)**

Support provided: Covered OT, ST, PT services.

**Phone number** 888-550-8800

**Hours of operation during non-holidays** Monday to Friday from 8:30am – 5:00pm

Contact after hours or weekends 888-550-8800

Special instructions for after hours or

weekends

Follow the HN1 message instructions to be connected to the on-call UM supervisor

**Escalation contact:** 

Primary Terri Epp

954-478-6469

EppT@healthnetworkone.com

Secondary Paula Moretti

954-326-3895

morettip@healthnetworkone.com

#### Subcontracted Vision Services – iCare Health Solutions/2020 Eyecare

Support provided: Vision services.

**Phone number** 855-373-7627

**Hours of operation during non-holidays** Monday to Friday from 9:00am – 5:00pm

Contact after hours or weekends 855-373-7627

**Escalation contact:** 

Primary Marcelo Guerra

855-373-7627 ext. 287 Cell 786-457-3090

**Secondary** Yesenia Hernandez

855-373-7627 ext. 279 Cell 305-561-6204



### **Transportation Services - ModivCare Solutions**

**Support provided:** Non-emergency transportation home upon discharge.

**Phone number** 866-306-9358

**Hours of operation during non-holidays** Monday to Friday from 8am – 7pm

Contact after hours or weekends 866-306-9358

**Escalation contact:** 

**Primary** Jasmine Marrero

904-944-8199

**Secondary** Militza Castro

737-280-0096

### **Utilization Management**

**Support provided:** Authorizations related to medical & behavioral health services. DME/Home Health, Pharmacy, Therapy, Transportation and Vision authorizations are to be sent to the subcontractors noted above.

**Phone number** 866-899-4828

**Hours of operation during non-holidays** Monday to Friday from 8am – 7pm

Contact after hours or weekends 866-899-4828

Special instructions for after hours or

weekends

Submit requests as Urgent to 844-870-0159

**Escalation contact:** 

**Primary** Maria Jam Crease

954-622-3251

mcrease@ccpcares.org

**Secondary** Juliet Duncan

954-622-3327

jduncan@ccpcares.org



### **Community Resources**

CCP's Community Resources:

ccpcares.org/for-members/member-resources/community-resources/

CCP's Community Corner provides information on events, resources, and tools to help the community meet their social and health needs. This includes links to our <u>Heart Community Resource Center</u>, community events, and community partners. <u>www.ourheart.org</u>

### **Primary Care Provider**

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a Primary Care Provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, please contact 866-899-4828.

Provider Directory <u>providerdirectory.ccpcares.org/mma</u>

Provider Tools <u>ccpcares.org/for-providers/provider-tools/</u>