

Provider Bulletin

Attention:	Participating Providers		
Subject:	Administrative Program Changes		
Program:	District Cares (Option 1)	Bulletin Date:	March 6, 2019
Bulletin Number:	19-001	Effective Date:	April 1, 2019

Purpose:

This bulletin serves to notify participating providers of important changes to the eligibility, authorization and claims processing for the District Cares Program.

Change:

Effective April 1, 2019 – Community Care Plan (CCP) will serve as the District Cares Program third-party administrator (TPA) to administer the following delegated services:

- ✓ ***Enrollee Eligibility Status Verification***
 - Online verification of enrollee eligibility available <http://planlink.ccpcares.org/>
- ✓ ***Authorizations***
 - Submit online authorization requests <http://planlink.ccpcares.org/>
- ✓ ***Claims Processing***
 - Electronic claims submission (see attached)
 - Clearinghouse: Availity
 - Payer Name: Community Care Plan (Palm Beach Health District)
 - Payer ID: PBHD1
 - Obtain online claim status <http://planlink.ccpcares.org/>
 - Paper claims that require attachments or claims appeals should be mailed to:
CCP/HCDPBC Claims Department
P.O. Box 841109
Pembroke Pines, FL 33084

Appeals must be submitted using the CCP Request for Reconsideration Form available at www.ccpcares.org

Providers MUST register for the Provider Portal prior to 4/1/2019 to request prior authorizations, to check eligibility and to check claims status. Registration information is available at: <https://www.hcdpbc.org/for-providers/provider-portal-planlink-registration>

For Customer and Provider Services, please continue to contact the District at (866) 930-0035.

Questions:

If you have any questions pertaining to this bulletin, please contact the Provider Services Department at (866) 930-1002.

Please insert the bulletin into your Provider Handbook. The policies and procedures in this bulletin supersede any related policies and procedures in the handbook.