

Provider Bulletin

Attention:	Participating Providers		
Subject:	Community Care Plan Provider Information		
Program:	District Cares (Option 1)	Bulletin Date:	August 5, 2020
Bulletin Number:	20-005	Effective Date:	September 1, 2020

Notice: Important information for Participating Providers regarding Community Care Plan.

To Participating Providers:

We value your service to the Health Care District and would like to inform you of important changes to our District Cares Program. Effective September 1, 2020, Community Care Plan (CCP) will serve as the third-party administrator (TPA) for our District Cares Program administering the program's contracting, credentialing, and Provider services.

Community Care Plan is owned by Broward Health and Memorial Healthcare System and currently provides claim and authorization services to our District Cares Providers. Community Care Plan serves over 100,000 members in South Florida and is accredited by the National Committee for Quality Assurance (NCQA) and the Accreditation Association for Ambulatory Health Care as a Health Plan (AAHC). Integrating the credentialing, contracting, and Provider services for the program will allow us to streamline our process and offer enhanced customer service to our Providers.

Please note that:

- Existing contracts will remain in place. For new contracts, please contact Community Care Plan at CCP.Provider@ccpcares.org.
- All new credentialing or re-credentialing requests as of September 1, 2020, will be processed by Community Care Plan. To contact their Credentialing Department, please email credentialingdept@ccpcares.org.
- ✳️ • To check the status of authorization requests or claims online, please visit the Community Care Plan Provider Portal at <http://planlink.ccpcares.org>. Registration information for PlanLink is available at <https://e-apply.ccpcares.org/>. Providers who are not registered may also contact Community Care Plan's Customer Experience team at (844) 410-6782. ✳️
- For member eligibility, you may verify online at <http://planlink.ccpcares.org/> or continue to use the IVR eligibility verification system at 866-930-0035.

Should you have any questions regarding this change, please contact Community Care Plan's Provider Operations team at (855) 819-9506.

We thank you for all you do for our patients and our community and look forward to enhancing the customer service provided to you.

Sincerely,

Dr. Belma Andric