



Important information
about your health plan
is available online

Community Care Plan
P.O. Box 841309
Pembroke Pines, FL 33084-9890



Community Care Plan (CCP) provides information online to help you understand your health benefits and how to use them. Visit www.CCPcares.org, Members – Medicaid (MMA)/Birth, Baby, & Beyond – Medicaid Member Handbook for information on the topics below. Want a paper copy of this information? Please call Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303.

- **Your Plan Identification Card**
 - Medical Pre-Authorization
- **Your Privacy**
- **Getting Help from Our Member Services**
- **Do You Need Help Communicating?**
 - If you do not speak English
 - For people with disabilities
- **When Your Information Changes**
- **Your Medicaid Eligibility**
- **Enrollment in Our Plan**
- **Leaving Our Plan (Disenrollment)**
- **Managing Your Care**
 - Case Management
- **Accessing Services**
 - Providers in Our Plan
 - Providers Not in Our Plan
 - What Do I Have to Pay For?
 - Choosing a Primary Care Provider (PCP)
 - Choosing a PCP for Your Child
 - Specialist Care and Referrals
 - Urgent Care
 - After Hours Care
 - Hospital Care
 - Emergency Care
 - Access Rules
- **Your Member Rights**
- **Your Member Responsibilities**
- **Helpful Information About Your Benefits**
 - Filling Prescriptions
 - Disease Management Programs
 - Prenatal/ Postpartum Pregnancy Program
- **Your Plan Benefits: Managed Medical Assistance Services**
- **Your Plan Benefits: Expanded Benefits**
- **Member Satisfaction**
 - Complaints, Grievances, and Plan Appeals
 - Medicaid Fair Hearings (for Medicaid Members)
- **Other Important Information**
- **Additional Resources**
- **Forms**

This information is available for free in other languages. Please contact our member service number at 1-866-899-4828, TTY/TDD 1-855-655-5303, Monday through Friday from 8:00 a.m. to 7:00 p.m. ET. Esta información está disponible gratis en otras lenguas. Por favor, contacte a nuestro departamento de servicio al cliente al 1-866-899-4828, TTY/TDD 1-855-655-5303 de Lunes a Viernes desde las 8:00 a.m. a 7:00 p.m. Enfòmasyon sa a disponib nan lòt lang yo. Tanpri kontakte depatman sèvis manm nou an nan 1-866-899-4828, TTY/TDD 1-855-655-5303 Lendi jiska Vandredi de 8:00 am a 7:00 pm EST.