



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

Important information
about your health plan is
available online



Community Care Plan (CCP) provides information online to help you understand your health benefits and how to use them. Visit www.ccpcares.org/healthinfo 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.

- Language Assistance and TTY Services
- Important Contact Information
- Your Rights and Responsibilities
- How to Access and Use Your Plan Benefits
- Our Utilization Management Procedures, which include:
 - Services Requiring Authorization
 - New Technology Information
 - Services Not Covered by CCP
 - What to Do if You Get a Bill
- How to Find a Network Provider (Provider Directory)
- Nondiscrimination Notice
- Primary and Specialty Care Information, which includes:
 - Choosing a Primary Care Physician (PCP) for You or Your Child
 - Changing Your PCP
 - Appointment Scheduling, Wait Times, and Other Standards
 - Patient-Centered Medical Home Information (PCMH)
 - Transitioning from Pediatric to Adult Care
 - Specialty Care
 - Getting After-Hours Care
 - Getting Care When You Are Out of the Service Area
- Behavioral Health Benefits
- How to Get Urgent, Hospital, or Emergency Care
- Our Quality Management Program, which includes:
 - Member Satisfaction Survey Results and Improvement Plan
- Your Prescription Drug Benefits
- Population Health Programs
- Online Claims and Benefits Information, which includes:
 - How to Access your Claims Information
 - How to Request a New ID Card
 - How to Change your PCP
- How to File a Complaint, Grievance, or Appeal

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.