

RON DESANTIS
GOVERNORSHEVAUN L. HARRIS
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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

December 16, 2020

Provider Type(s): All

South Florida Community Care Network d/b/a Community Care Plan (CCP) Transitioning Behavioral Health Services In-House Effective 1/1/2021

Effective January 1, 2021, CCP will transition behavioral health services in-house for its Florida Healthy Kids and Medicaid (MMA) enrollees. Carisk Behavioral Health will cease to provide CCP members with behavioral health services on December 31, 2020. Providers that are out of network as of December 31, 2020, will be eligible for a 90 day continuity of care period where claims will be payable to allow time for members to transition their behavioral health provider, if necessary. Impacted members were notified by mail on November 3, 2020. The continuity of care period ends on March 31, 2021.

Authorization Requests

Carisk will continue to process authorization requests **through December 31, 2020**. Please continue to submit your authorization requests to Carisk (website: <http://www.cariskbh.com/cbh-login-page/> or fax to 305-514-5311 or 305-514-5321).

CCP will begin processing all authorization requests **January 1, 2021 and going forward**. Authorization requests must be submitted to CCP via its Provider Portal, PlanLink. For more information on PlanLink, please visit CCP's website: <https://www.ccpcare.org/Top-Pages/providers/PlanLink>.

Claims Submissions

Carisk will continue to process claims for dates of service **through December 31, 2020**. Please continue to submit claims to Carisk as outlined below:

Carisk Behavioral Health

P.O. Box 211277

Eagan, MN 55121

CCP will begin processing all claims for date of service **January 1, 2021 and going forward**. All claims must be submitted to CCP as outline below:

Electronic Claims:

Community Care Plan (CCP)

MMA Availity Payer ID: 59065

FHK Availity Payer ID: FHKC1

Mail claims with attachments to:

CCP Claims Department

PO Box 841309

Pembroke Pines, FL 33084

If you are interested in becoming a participating provider with CCP for behavioral health, please call 855-819-9506.

In order to access the CCP contracted behavioral health providers, please visit CCP's website: www.CCPcares.org for the Provider Directory, or call 855-819-9506.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> **CALL** 1-877-254-1055 •

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(/AHCAFlorida\)](#).

Agency for Health Care Administration | 2727 Mahan Drive, Tallahassee, FL 32308 | <http://ahca.myflorida.com>