The Health Care District of Palm Beach County has ended the District Cares program as of December 31, 2025. For questions, members and providers may call 561-642-1000 or visit one of the Health Care District's community health centers for care options.

HCDPBC

Claims Processing

- All claims must be submitted electronically
- Clearinghouse: Availity
- Payer Name: Community Care Plan (Palm Beach Health District)
- Payer ID: PBHD1 (the last digit is the number one)
- Claims Registration: www.Availity.com

Online verification of claim status:

- Online verification of claim status is available at http://planlink.ccpcares.org/ by entering your PlanLink login credentials, or selecting "Guest Claims"
- For questions about how to use PlanLink or Guest Claims:
  - Send an email to PlanLink@ccpcares.org

Claims appeals must be submitted electronically via PlanLink. For third party billing companies with no PlanLink access, use the CCP Request for Reconsideration Form available at www.ccpcares.org.


Community Care Plan
The Health Plan with a Heart