New

Dedicated Provider Line and Self-Service Options!

Dear Provider:

Commonwealth Care Alliance® (CCA) is committed to supporting our provider partners to ensure the best experience possible as we deliver the highest-quality, individualized care to your patients. To that end, we are pleased to introduce our new expanded Provider Services team and self-service options.

The dedicated Provider Services team offers enhanced support and can assist with a broad range of requests, such as payment status and authorization inquiries. You can reach this team by calling our new Provider Services line: 866-420-9332. The line is available Monday through Friday, 8:00 a.m. – 6:00 p.m., beginning July 6, 2020.

Outside of the Provider Services phone line hours, expanded self-service options are available 24/7 to allow you to easily access the key information you need. Using PaySpan, the EZNet Online Claims Portal, or CCA’s Online Provider Resources, you can check member eligibility, claim status, and more anytime.

We have attached a new CCA resource guide that outlines the phone numbers and websites you can use to find the information you need easily.

Thank you for your partnership as we support your efforts to provide the highest level of care and service to your CCA patients.

Sincerely,

CCA Provider Services