Commonwealth Care Alliance has partnered with NEHEN to provide real-time member eligibility verification beginning on March 30, 2020. This notification describes the services offered by NEHEN and how to join their network. This value added service can be utilized by providers who are currently enrolled with NEHEN to obtain eligibility confirmation faster.

This new service is now offered to CCA providers to verify eligibility. Providers should verify eligibility utilizing one of the following options available:

1. Using the NEHEN Provider Portal
2. Logging into the EZ NET Online Claims Web Portal
3. Using the MassHealth Provider Online Service Center

New England Healthcare Exchange Network (NEHEN)
NEHEN is a consortium of regional payers and providers who have designed and implemented a secure and innovative health information exchange for reducing administrative costs and improving the quality, safety, and efficiency of patient care. NEHEN technology has changed the way administrative, clinical, exchange, and ePrescribing processes are performed in member organizations. NEHEN offers its members tools to address the challenges faced by the healthcare industry.

Eligibility Verification Services
The following real-time eligibility verification services are now available:

✓ Web Portal, Batch or integrated real-time transactions
  – Batch file 270/271 transactions
    ▪ Validate all of our members within the batch at one time
✓ Single individual searches
  – Validate eligibility for a single member
✓ Discovery Feature searches
  – The discovery features searches to locate the proper payer information for a member; NEHEN can check eligibility against 13 participating health plans simultaneously!
✓ System available 24/7 days access
  – System is available 24 hours a day 7 days a week
✓ Advanced Activities Reporting
  – Reporting and analytics related to transactions conducted

How to become a NEHEN member
✓ For NEHEN membership information, please email the NEHEN Program Manager at nehen@maehc.org or call them directly at 781-907-7210.

Thank you for your continued support and the quality care you provide to CCA members. If you have any questions, please contact CCA Provider Services at 866-610-2273.