## Provider Manual

### Section 1: Key Contact Information

<table>
<thead>
<tr>
<th>Contact</th>
<th>Telephone &amp; Fax</th>
<th>Web / E-mail</th>
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</table>
| Claims Office  
P.O. Box 22280  
Portsmouth, NH 03802-2280 | Tel: 800-306-0732 | --- |
| TTY Massachusetts Relay Service | Tel: 800-439-2370 (TTY 711) | |

### Claims

- Refunds and escalations  
  - Corrected Claims  
  Tel: 800-306-0732

- Claims status  
  - Claim receipt, check run  
  Tel: 800-306-0732

- New providers, contracting, and EDI  
  - Electronic billing set up or problems  
  Tel: 800-306-0732  
  ccaedisupport@pcgus.com

### Member Services

- General questions  
  - Initial contact  
  Tel: 866-610-2273  
  memberservices@commonwealthcare.org

- Member appeals  
  - Service denials - Process; how to respond  
  Fax: 617-426-1311

- Member benefits  
  - Member information; coverage  

- Member eligibility  

### MassHealth

Tel: 888-665-9993

### Member Enrollment

- Outreach and Marketing  
  Tel: 866-610-2273  
  rkatzman

Interpreter Services  
The provider or member may contact CCA’s Member Services department at (866) 610-2273 and they will connect them to the appropriate interpreter telephonically.  
• Please have the following information available: Members name and ID number.  
Our Member Services department is available during the hours of 8:00 a.m. to 8:00 p.m. (Monday thru Friday) 8:00 am to 6:00 pm (Saturday and Sunday).  
Tel: 866-610-2273
### Clinical Operations

Clinical Decision Support Team and prior authorization
- Benefit and service authorizations
  - Tel: 866-420-9332
  - Fax: 855-341-0720

### Dental Program Administrator: Scion

- Claims to be processed
- Member eligibility
- Claims issues
- Provider relations
  - Tel: 855-434-9243
  - www.ccadentists.org

- Telephonically.

### Pharmacy

General questions
  - Tel: 866-420-9332
  - Fax: 857-246-8891
  - ccapharmacy@commonwealthcare.org

### Provider Services

Provider Services
- Covered Services
- Authorization Status
- Service Request and Appeals Status
- General questions
  - Tel: 866-420-9332

### Provider Network

Provider Relations
- Training, orientation, general questions
  - providerrelations@commonwealthcare.org

Provider Enrollment
- New provider enrollment, provider date edits
  - pnmdepartment@commonwealthcare.org

Provider contracting
### Contact Information

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<thead>
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<th>Category</th>
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### Compliance

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