

# CCA Provider Resource Guide

## Self-Service Tools

Available 24 hours a day / 7 days a week

### Payspan

Payment Status

EOP

<https://payspan.com>

EFT / ERA

[ProviderSupport@payspanhealth.com](mailto:ProviderSupport@payspanhealth.com)

### Claim Status and Submission

- EZ Net Online Claims Web Portal
- Claim Status / Eligibility
- Single Claim Submission
- Direct Batch Submissions

<https://tpawebpcg.pcgus.com/EZ-NET60/Login.aspx>

Mailing Address:

Commonwealth Care Alliance

P.O. Box 22280, Portsmouth, NH 03802-2280

### Member Eligibility

- EZ Net Online Claims Web Portal
- NEHEN Provider Portal
- MassHealth Provider Online Service Center
- Interactive Voice Response

<https://tpawebpcg.pcgus.com/EZ-NET60/Login.aspx>

<https://mytools.gatewayedi.com/nehen>

<https://sso.hhs.state.ma.us/>

866-420-9332 (Opt. #2)

### Covered Services and Prior Authorization Requirements

Prior authorization requests must be faxed with the necessary documentation.

Service requests fax: 855-341-0720

Inpatient/Observation/Admissions fax: 855-811-3467

### CCA Provider Online Resources

<http://www.commonwealthcarealliance.org/providers>

Provider Manual

Payment Policies

Medical Policies

Pharmacy Program

Resources and Forms

Provider Newsletter

## Provider Services

Monday - Friday, 8:00 a.m. – 6:00 p.m.

866-420-9332 • [ProviderServices@commonwealthcare.org](mailto:ProviderServices@commonwealthcare.org)

### Covered Services / Prior Authorization Inquiries

- Covered Services
- Authorization Status
- Adjustments and Corrections

### Service Requests and Appeal

- Service Requests
- Appeal Status

### Clinical Concerns

Care Partner Team

866-420-9332 (Opt. #4)



# Provider Self-Service Options

