

CCA Senior Care Options & One Care Plans Provider Resource Guide

Self-Service Tools

Member Eligibility

- CCA Provider Portal
- EZNet Online Claims Web Portal
- MassHealth Provider Online Service Center
- NEHEN Portal
- Interactive Voice Response 866-420-9332 (Opt. #2)

Payspan

- Payment Status
- EOP / EFT / ERA
- ProviderSupport@payspanhealth.com

Claim Status and Submission

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| <ul style="list-style-type: none"> • EZNet Online Claims Web Portal • Claim Status / Eligibility • Single Claim Submissions • Direct Batch Submissions | <ul style="list-style-type: none"> • Claims Mailing Address Commonwealth Care Alliance Attn: Claims P.O. Box 548 Greenland, NH 03840-0548 |
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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
- Forms

CCA Provider Online Resources

- Provider Manual
- Payment Policies
- Medical Policies
- Provider Newsletter
- Pharmacy Program
- CCA Website
- Forms and Referrals
- Provider Directory
- Portal User Guide
- Portal Registration Guide

Provider Services **Monday - Friday 8:00 a.m. - 6:00 p.m.**

866-420-9332 • ProviderServices@commonwealthcare.org

Covered Services / Prior Authorization Inquiries

- Covered Services
- Authorization Status
- Adjustments and Corrections

Service Requests and Appeal

- Service Requests
- Appeal Status

CCA Provider Portal

- Questions
- Registration

Clinical Concerns

- Care Partner Team (Opt. #4)

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Provider Self-Service Options

