



## Announcing New Features to the CCA Provider Portal

We're excited to announce the Phase II launch of the CCA Provider Portal, which includes new features designed to enhance the user experience. The CCA Provider Portal is a self-service single location allowing our providers to quickly access important member information and complete administrative tasks—in *real time*.

### Phase I Release

Since it was introduced in July of 2021, the portal has enabled providers to:

- Verify member eligibility
- View member authorizations
- Send credentialing information
- Connect with CCA via HIPAA compliant secure messaging at your convenience
- Receive and manage electronic CCA provider communications
- View remittance advice/explanation of payment
- View member roster reports
- Manage office staff's access to the portal

### Phase II Release

As of April 21st, the following functionality is now available:

- View member eligibility, remits, authorization and more for all CCA products: CCA Senior Care Options, CCA One Care, CCA Medicare Value, CCA Medicare Preferred, and CCA Medicare Maximum
- Check member eligibility for a single member or multiple members at the same time
- Download and submit the "Provider Information Change Form" to keep CCA up-to-date on your practice
- View and download HEDIS and MassHealth educational documentation
- Access self-service training and submit a training request

### How to register for the CCA Provider Portal:

- [Click here to visit the registration page](#)
- [Click here to find instructions on how to register](#)

For questions or for support, contact us at 866-420-9332. As always, thank you for your continued partnership in serving CCA members.

Best Regards,

Commonwealth Care Alliance Provider Services