August 2, 2021

Now Available
Commonwealth Care Alliance Provider Portal

Commonwealth Care Alliance (CCA) is excited to announce that our provider portal is now live and you can register starting today!

The CCA Provider Portal, developed in partnership with HealthTrio, will act as a self-service single location allowing you to quickly and easily access important member information and complete critical administrative tasks—*in real time.*

As part of the phase one launch of the portal, you now can:

- 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

By using the portal, you will have the flexibility to manage many of these tasks independently while reducing wait time. CCA plans to continuously update the features of our portal and we'll keep our provider community updated on future releases.

We encourage you to register for the CCA Provider Portal now to take full advantage of these new features.

~Details on how to register and access the portal are outlined on the next page.

Next Steps

To access the CCA Provider Portal registration page, visit the *For Providers* section of the CCA website - commonwealthcarealliance.org/providers/ - and click on the "Provider Portal" button.

You can find detailed instructions on how to register for the portal in the *Provider Portal Registration Process Guide*, which can be accessed via the CCA Provider Portal registration page.

Existing HealthTrio Smart Connect customers will still need to register for the CCA Provider Portal, however, much of your existing HealthTrio connect information (including your personal and office information) will be pre-populated during the registration process. Refer to the registration guide for more details.

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

Best Regards,

The CCA Provider Services Team