

CCA Medicare Advantage Plans (MA / RI) Provider Resource Guide

Self-Service Tools

Member Eligibility

- CCA Provider Portal
- QICLink Benefits Exchange Portal
- NEHEN Portal
- Interactive Voice Response 866-420-9332 (Opt. #2)

Payspan

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

Claim Status and Submission

- QicLink Benefits Exchange Portal
Claim Status / Eligibility
- Change Healthcare EDI Portal
Claim Submissions
- Claims Mailing Address
Commonwealth Care Alliance
Medicare Advantage
P.O. Box 3012
Milwaukee, WI 53201-3012

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: Massachusetts Rhode Island

CCA Provider Online Resources

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

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

