Date: December 14, 2022

RE: CCA is changing its claims system and third-party administrator

Dear Commonwealth Care Alliance Provider:

Commonwealth Care Alliance (CCA) is pleased to announce that we are partnering with Cognizant to implement our new claims platform, Facets, effective April 1, 2023. The new claims platform includes access to the Availity® Essentials Provider Portal, and the EDI Gateway solution. The purpose of this change is to improve service levels and provider experience, and to enhance paper and electronic claims submission using a single platform for managing all CCA Massachusetts and Rhode Island product lines.

Please note that processing on our new platform will take effect April 1, 2023, and any claims with dates of service April 1 and forward must be submitted with our new payer ID A2793.

CCA is committed to making this implementation seamless, partnering with Cognizant to provide contact center support and updated provider manuals and policies. As an added benefit, the Availity Essentials Provider Portal offers direct access and electronic data exchange, making it easy for providers to register their practice, view claim status, and validate member eligibility.

Take Action: Read the **CCA Claims Platform Frequently Asked Questions (FAQ)** for additional information including instructions on how to register with Availity. The FAQ will be posted on the CCA website under the Provider Updates page at https://www.commonwealthcarealliance.org/provider-news/provider-updates/.

Availity

For 20 years Availity has processed healthcare transactions. The Availity EDI Gateway solution lets providers connect to payers nationwide, connecting over a million providers, health plans, and their technology partners. Availity is committed to working with providers and their vendors to ensure there is no disruption in the transition.

Please note that you will have the ability to select the clearinghouse vendor of your choice.

Product	Description
Availity Essentials Provider Portal	Allows direct data entry of claims, eligibility & benefit inquiry, and claim status inquiry transactions.
Availity EDI Gateway Solution	Allows trading partners and vendors to connect via SFTP for 837 claim submission along with submitting real-time eligibility & benefit inquiry (270/271) and claim status inquiry (276/277) transactions.

Available resources for a successful transition:

- Providers should review the Availity Quick Start Guide for embedded registration instructions, training, and other EDI and submitter companion guides.
  - ❖ https://apps.availity.com/availity/Demos/QSG_AE_PayerImplementations.pdf

- If you wish to submit directly, you can connect to the Availity EDI Gateway at no cost for all CCA transactions. Please visit Availity EDI Gateway Solution to help set up your business or vendor for submitting EDI transactions through Availity.
  - ❖ https://apps.availity.com/web/welcome/#/edi

- Provider training will be offered in February and March 2023. More information will follow in subsequent communications.

- If you have additional questions or need assistance, please contact Availity Client Services at 1-800-Availity (1-800-282-4548) Monday through Friday, 8 am to 8 pm ET.

Claim Submission Options and Important Information

1. **Clearinghouse Submitters**
   - Providers can submit electronic files via their clearinghouse with the **new payer ID A2793.**
   - Providers are required to register with Availity Essentials Provider Portal to validate member eligibility and claim status.

2. **837 Direct Submitters**
   - Providers are required to register with Availity Essentials Provider Portal for claims submission and to validate member eligibility and claim status.

3. **Single Claim Submitters**
   - Providers are required to register with Availity Essentials Provider Portal for claims submission and to validate member eligibility and claim status.

4. **Invoice Submitters**
   - CCA will no longer accept spreadsheets as a claim submission.
   - Invoice submitters will be required to register with Availity Essentials Provider Portal and follow the single claim submitter process outlined above.

5. **Paper Claims**
   - Providers are required to mail their claims to: Claims, P.O. Box 3085, Scranton, PA 18505

6. **Provider Appeal and Payment Disputes**
   - Providers are required to mail their claims to: Appeals, P.O. Box 3566, Scranton, PA 18505

If you have any questions about this change to the Availity® Essentials Provider Portal and the EDI Gateway solution please call CCA Provider Services at 866-420-9332, Monday through Friday, 8 am to 6 pm ET.

Yours sincerely,

Robert Tirimacco

Robert Tirimacco
Vice President, Provider Network Strategy