



February 16, 2023

**RE: Direct Submitter Training**

Dear Commonwealth Care Alliance Provider:

Commonwealth Care Alliance (CCA) is pleased to announce 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. Making this shift now allows CCA to use one claims platform and improve our timeliness and predictability of claims payment for all Massachusetts and Rhode Island product lines.

**You have been identified as a direct submitter that submits healthcare reimbursement claims (837 files) directly to CCA or uses EZ-Net to process claims.** Please note that you will be impacted by the change and will need to register for the Availity® Essentials Provider Portal and begin using it to submit claims effective April 1, 2023. You can register for Availity at [availity.com](https://availity.com). A new user guide is available at [https://availity.com/documents/Welcome\\_New\\_User.pdf](https://availity.com/documents/Welcome_New_User.pdf). As noted in the January 17<sup>th</sup> communication and outlined below, CCA will offer live trainings that showcase *what's changing* within the Claims Transformation and the essential actions that position you for success.

In addition, CCA is offering a tailored training for direct submitters that will accelerate your learning on the *new* claims platform, Availity, payor IDs, electronic payments, support contacts, and how to locate provider resources effective April 1.

<b>Direct Submitter – Claims Transformation Deep Dive Training Session</b>
<b>Register for March 9</b> – 12:00 pm to 1:00 pm at <a href="https://forms.office.com/r/0hPCcJ2zrd">https://forms.office.com/r/0hPCcJ2zrd</a>

The agenda topics are outlined below.

<b>Direct Submitter - Claims Transformation Training Agenda</b>	
10-minutes	<b>Part 1:</b> <i>What's changing</i> by way of the Claims Transformation Program?
35-minutes	<b>Part 2:</b> Live virtual demo of key provider actions & new resources
15-minutes	<b>Ask The Expert:</b> Share your feedback

General training sessions are also available:

<b>Provider Claims Transformation Training</b>	
Session 1:	March 16, 9–10 am
Session 2:	March 21, 12–1 pm
Session 3:	March 23, 4–5 pm
<b>Register by March 9</b> at <a href="https://forms.office.com/r/dWGnBSqigA">https://forms.office.com/r/dWGnBSqigA</a>	

CCA is committed to making this implementation seamless by ensuring we are equipped to provide quality and timely support throughout this change. We are grateful for your partnership, and we look forward to achieving strong business results together. If you have any questions, please contact CCA at 888-410-0577.

Yours sincerely,

*Robert Tirimacco*

Robert Tirimacco  
Vice President, Provider Network Strategy