



February 10, 2023

RE: Invoice 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 an invoice spreadsheet submitter that will be impacted by this change. For dates on service on or after April 1, 2023, CCA will no longer accept spreadsheets for services provided. You will need to register for the Availity® Essentials Provider Portal to submit claims for payment. As noted in the January 17th 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 invoice spreadsheet 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.

Invoice Submitter - Claims Transformation Program Training Sessions	
Session 1:	March 14, 9–10:00 am
Session 2:	March 17, 12–1:00 pm
Session 3:	March 20, 12–1:00 pm
Register by March 9 at https://forms.office.com/r/bE28W1nEeG	

The agenda topics are outlined below.

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

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