



CCA Claims Platform Frequently Asked Questions (FAQ)

Claim Submission for Massachusetts and Rhode Island with Dates of Service through March 31, 2023

Q. What number should I call for billing, claim status, and questions about claims with dates of service through March 31, 2023?

A. Please contact our current third-party administrator, PCG, claims department directly at 800-306-0732 or contact CCA Provider Services at 866-420-9332.

Q. Which system do I use to view or submit original or corrected claims with dates of service through March 31, 2023?

A. Senior Care Options and One Care

- View or submit claims to the [EZNet Online Claims Web Portal](#)
- Payer ID 14315

Medicare Advantage (Massachusetts and Rhode Island)

- Submit claims to the [Change Healthcare EDI Portal](#)
- View claim status on the [QicLink Benefits Exchange](#)
- Payer ID 14316

Q. How do I check member eligibility for dates of service through March 31, 2023?

A. Providers are required to confirm member eligibility prior to rendering services. All prior authorizations are contingent upon member eligibility and may be confirmed by:

Senior Care Options and One Care

- Log in to the [CCA Provider Portal](#)
- Log in to the [EZNET Online Claims Web Portal](#)
- Use the [MassHealth Provider Online Service Center](#)
- Use the [NEHEN Provider Portal](#)
- Call CCA Provider Services at 866-420-9332

Medicare Advantage (Massachusetts and Rhode Island)

- Log in to the [CCA Provider Portal](#)
- Log in to [QicLink Benefits Exchange](#)
- Use the [NEHEN Provider Portal](#)
- Call CCA Provider Services at 866-420-9332

Q. Can I use Payspan to view my remits for dates of service through March 31, 2023?

A. Yes, CCA will continue its partnership with [Payspan](#) to view and process remits for all Massachusetts and Rhode Island CCA product lines.

Q. Will I need to split my claims (e.g., inpatient, DME, BH) if they span across the transition date of March 31, 2023?

A. Per Diem Claims

Yes, if you have claims that are paid a per diem rate with dates of service before and after March 31, 2023, the claims will need to be split and submitted to the appropriate claim system. Claims with dates of service through March 31, 2023, should be submitted to:

Senior Care Options and One Care

- Submit claims to the [EZNet Online Claims Web Portal](#).
- Payer ID 14315

Medicare Advantage (Massachusetts and Rhode Island)

- Submit claims to the [Change Healthcare EDI Portal](#)
- Payer ID 14316

DRG Inpatient Claims

No. Claim with an admission date on or prior to March 31, 2023, should be billed to the appropriate claims system noted above for the entire stay.

Q. When is the last day for submitting original claims for dates of service through March 31, 2023?

A. Senior Care Options and One Care

- Original filing limits will not change; however, we encourage providers to submit their claims for dates of service through March 31, 2023, immediately.

Medicare Advantage (Massachusetts and Rhode Island)

- Original filing limits will not change; however, we encourage providers to submit their claims for dates of service through March 31, 2023, immediately.

Q. When is the last day for submitting corrected claims for dates of service through March 31, 2023?

- A. Senior Care Options and One Care
- Corrected claim filing limits will not change; however, we encourage providers to submit their claims for dates of service through March 31, 2023, immediately.
 - Note: Corrected claim requests will be considered when received within **90 days** from the original payment or denial date, as indicated on the Explanation of Payments (EOP) and accompanied by supporting documentation when applicable.

Medicare Advantage (Massachusetts and Rhode Island)

- Original filing limits will not change; however, we encourage providers to submit their claims for dates of service through March 31, 2023, immediately.
- Note: Corrected claim requests will be considered when received from contracted providers within **180 days** from the original payment date, as indicated on the EOP and accompanied by supporting documentation when applicable.

Q. When is the last day for submitting provider appeals for dates of service through March 31, 2023?

- A. Senior Care Options and One Care
- Appeal filing limits will not change; however, we encourage providers to submit their appeals for dates of service through March 31, 2023, immediately.
 - Note: Provider claim appeals must be made in writing. Appeal requests will be considered when received within **90 days** from the original payment or denial date, as indicated on the EOP, with supporting documentation.

Medicare Advantage (Massachusetts and Rhode Island)

- Appeal filing limits will not change; however, we encourage providers to submit their appeals for dates of service through March 31, 2023, immediately.
- Note: Provider claim appeals must be made in writing. Appeal requests will be considered when received within **90 days** from the original payment or denial date, as indicated on the EOP, with supporting documentation.

Claims Submission for Massachusetts and Rhode Island Beginning with Dates of Service of April 1, 2023, and forward

Q. What number should I call for billing, claim status, and questions about claims for dates of service of April 1, 2023, and forward?

A. Please contact CCA Provider Services at 866-420-9332.

Q. Which system do I use to submit original or corrected claims with dates of service of April 1, 2023, and forward?

A. CCA Senior Care Options, CCA One Care, and CCA Medicare Advantage (Massachusetts and Rhode Island)

Electronic submitters

- Submit claims to the [Availity Essentials Provider Portal](#) and EDI Gateway solution **or**
- Continue utilizing your current clearinghouse
- Submit claims using a **single payer ID A2793**

Paper claim submitters will be required to send their submissions to a new address:

- Paper claims mailing address:
 - Claims, P.O. Box 3085, Scranton, PA 18505
- Provider appeal and payment disputes mailing address:
 - Appeals, P.O. Box 3566, Scranton, PA 18505

Q. How can I view claim status for dates of service of April 1, 2023, and forward?

A. Please utilize the Availity Gateway Portal at <https://apps.availity.com/web/welcome/#/edi>.

Q. Will there be a new payer ID for electronic claim submissions for dates of service of April 1, 2023, and forward?

A. Yes, use the new **single payer ID A2793** for claims submission for all Massachusetts and Rhode Island CCA product lines (CCA Senior Care Options, CCA One Care, and CCA Medicare Advantage plans).

Q. How do I register to access the new Availity Essentials Provider Portal and EDI Gateway solution for dates of service of April 1, 2023, and forward?

A. To register with the Availity Gateway Portal, go to <https://apps.availity.com/web/welcome/#/edi>, click on the registration button in the upper right corner and follow the instructions.

The CCA **payer ID A2793** will be visible beginning on April 1, 2023.

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.

Q. Are there any additional actions required if I am already registered with the Availity Essentials Provider Portal for dates of service of April 1, 2023, and forward?

A. No additional steps are required.

Q. How can I validate member eligibility for dates of service April 1, 2023, and forward?

A. Providers are required to confirm member eligibility prior to rendering services. All prior authorizations are contingent upon member eligibility and may be confirmed by:

CCA Senior Care Options and CCA One Care

- Use the [Availity Essentials Provider Portal](#)
- Log in to the [CCA Provider Portal](#)
- Use the [MassHealth Provider Online Service Center](#)
- Use the [NEHEN Provider Portal](#)
- Call CCA Provider Services at 866-420-9332

CCA Medicare Advantage (Massachusetts and Rhode Island)

- Use the [Availity Essentials Provider Portal](#)
- Log in to the [CCA Provider Portal](#)
- Use the [NEHEN Provider Portal](#)
- Call CCA Provider Services at 866-420-9332

Q. How can I view claim status for dates of service April 1, 2023, and forward?

A. CCA Senior Care Options, CCA One Care, and CCA Medicare Advantage (Massachusetts and Rhode Island)

- Use the [Availity Essentials Provider Portal](#)
- Call CCA Provider Services at 866-420-9332

Q. Are the payment policies changing as a result of the new claim system being implemented on April 1, 2023?

A. No, payment policies will remain the same.

Q. Will I be able to use Payspan to view my remits for dates of service April 1, 2023, and forward?

A. Yes, CCA will continue its partnership with [Payspan](#) to view and process remits for all product lines.

Q. Will I need to split my claims (e.g., inpatient, DME, BH) if the dates of service span April 1, 2023, and forward?

A. Per Diem Claims

No. If you have claims that are paid a per diem rate with dates of service on or after April 1, 2023, the claims do not need to be split. Claims with dates of service beginning on or after April 1, 2023, should be submitted to [Availity Essentials Provider Portal](#).

- Payer ID A2793

DRG Inpatient Claims

No. Claims with admission dates on or after April 1, 2023, should be billed to the [Availity Essentials Provider Portal](#) for the entire stay.

- Payer ID A2793

Q. Will there be updates to the Provider Manual for the system changes beginning with dates of service April 1, 2023, and forward?

A. Yes, Section 6 (Claims and Billing Procedures) will be updated.