



April 3, 2023

RE: New Claims System Now Live for Dates of Service April 1, 2023, and Beyond

Dear CCA Health Rhode Island Provider:

CCA Health Rhode is pleased to announce that we are now live on our new claims system Facets and Availity® Essentials Provider Portal for dates of service of April 1, 2023, and beyond. This successful implementation will improve claims adjudication, payment accuracy and service-level agreement turnaround for all Massachusetts and Rhode Island product lines.

A few reminders for a successful transition:

- Read the two-page **Claims Transformation Resource Guide** at: commonwealthcarealliance.org/wp-content/uploads/2023/03/0283_Provider-Resources-Fact-Sheet_v2_Final_3.24.2023.pdf.
- **Register** for Availity® Essentials Provider Portal by clicking the orange button in the upper right-hand corner at: apps.availity.com/web/welcome/#/edi.
- Review all training resources located on the **CCA Provider Updates** page at commonwealthcarealliance.org/provider-news/provider-updates/.

In closing, we are grateful for your partnership and look forward to achieving strong business results together. If you have any questions, please contact CCA directly at 866-420-9332, and we will provide real-time support.

Yours sincerely,

A handwritten signature in black ink that reads 'Kevin McKay' in a cursive script.

Kevin McKay
Vice President, Market Partnership Strategy & Performance