

CCA Senior Care Options & One Care Plans Provider Resource Guide*

Self-Service Tools

Member Eligibility

- CCA Provider Portal
- Availity Essentials Provider Portal
- MassHealth Provider Online Service Center
- NEHEN Portal
- Interactive Voice Response: 866-420-9332 (Opt. #2)

Payspan

- Payment Status
- EOP / EFT / ERA
- ProviderSupport@payspanhealth.com

Claim Status and Submission

- Availity Essentials Provider Portal:
 - Claim Status / Eligibility
 - Single Claim Submissions
 - Direct Batch Submissions
- Claims Mailing Address:
 - Commonwealth Care Alliance
 - Claims
 - P.O. Box 3085
 - Scranton, PA 18505

Prior Authorization Requirements

Prior authorization requests must be faxed with the necessary documentation.

- Service requests fax: 855-341-0720
- Inpatient/Observation/Admissions fax: 855-811-3467
- Forms

CCA Provider Online Resources

- Provider Manuals
- Payment Policies
- Medical Policies
- Provider Newsletter
- Pharmacy Program
- CCA Website
- Forms and Referrals
- Provider Directory
- Portal User Guide
- Portal Registration Guide

Provider Services

Monday – Friday, 8:00 a.m. – 6:00 p.m.

866-420-9332 • ProviderServices@commonwealthcare.org

Covered Services / Prior Authorization Inquiries

- Covered Services
- Authorization Status
- Adjustments and Corrections
- Service Requests
- Appeal Status

Claims

- Refunds and escalations
- Corrected Claims
- Claims status, receipt

CCA Provider Portal

- Questions
- Registration

Clinical Concerns

- Care Partner Team (Opt. #4)

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Provider Self Service Options

