



March 18, 2024

Dear Valued Provider,

Commonwealth Care Alliance (CCA) has been closely following the Change Healthcare cyber-attack and appreciates the impact on your patients and organization. Although there has been minimal impact to CCA operations, CCA will continue to support your organization during this time.

To this end, we have made the decision to extend the following flexibilities,.

- **Claims:** for dates of service from February 21, 2024, to March 31, 2024, CCA will extend timely filing limits by 60 days.
- **Appeals:** For provider appeals with filing deadlines between February 21, 2024, and March 31, 2024, CCA will extend appeal deadlines by 60 days.
- **Prior Authorization:** For service between February 21, 2024, and March 31, 2024, CCA will suspend Prior Authorization for inpatient and outpatient medical and behavioral health services. Note that any claims with prior authorization denials for these dates of service do not need to be resubmitted by providers for adjustment. Any impacted claims which may have been denied for prior authorization before the issuance of this notification will be automatically adjusted by CCA.

Below are the resources you can use to work directly with CCA to check eligibility and submit claims and prior authorizations.

- **Eligibility:** Providers can continue to conduct real-time eligibility checks within the [Availity portal](#).
- **Utilization Management:** Providers can continue to submit [prior authorization](#) requests via fax to CCA.
- **Claims Submission:** Providers can continue to use the [Availity portal](#) to submit claims.
- **Payment Remittance:** Providers will continue to receive payment remittance via [PaySpan](#).

Please be assured that CCA will continue to monitor any challenges related to the Change Healthcare situation closely and notify you if any further extension is required. If you have any questions or concerns, please call our provider services team at **866-420-9332**, 8:00 am to 6:00 pm, Monday through Friday.

Yours sincerely,

Erik Helms
SVP, Provider Contracting & Performance