

Claims Transformation Resource Guide



Claims Updates as of May 31, 2024

	For Dates of Service	
	Through March 31, 2023	April 1, 2023 & Beyond
Third Party Administrator	N/A	Cognizant
Claims Processing	Commonwealth Care Alliance	Facets
Single Payer IDs	N/A	A2793
Claims Processing	Mail paper claims directly to CCA	Availity Essentials Provider Portal
EFTs, EOP, & 835s	Payspan	Payspan

Contact Information

Availity

800-282-4548
M-F, 8 AM-8 PM ET

[Provider Portal](#)

[Quick Start Guide](#)

[Getting Started](#)

[eTicket for Tech Support](#)

[Outages & Alerts](#)

[EDI Gateway Job Aid](#)

PaySpan

877-331-7154
M-F, 8 AM-8 PM ET

[Payspan FAQ](#)

[Enroll](#)



What you can do:

- Submit claims
- Check claims status
- Check member eligibility & benefits

What you can do:

- 835s / EFTs
- EOPs / paper check
- Review payment processing status

CCA

866-420-9332
M-F, 8 AM-8 PM ET

commonwealthcare.org

[MA: Provider Manuals](#)

[RI: Provider Manual](#)