



October 15, 2024

Dear CCA provider,

In an effort to streamline processes and avoid administrative burden, Commonwealth Care Alliance, Inc. (CCA) has updated our prior authorization policy for an initial evaluation by Home Care Agencies and Visiting Nurse Associations (VNA).

Effective immediately, CCA no longer requires a prior authorization request for the initial evaluation for skilled nursing, speech, occupational, and physical therapy home care services when a member is being discharged from an inpatient setting. Providers should continue to follow existing CCA authorization policies and submit for authorization of services once a plan of care is determined.

Additionally, CCA Transitions of Care (TOC) nurses who may have previously submitted these initial evaluation authorization requests on behalf of providers will no longer do so.

For a full list of CCA's prior authorization requirements, please visit the CCA website:

<https://www.commonwealthcarealliance.org/ma/providers/forms-and-referrals/>

As always, if you have questions or concerns, please don't hesitate to reach out to our Provider Services team for assistance: 866-420-9332, 8:00 a.m. to 6:00 p.m., Monday through Friday. Thank you for your valued partnership in caring for the populations we serve.

Sincerely,

CCA Utilization Management Department