



# Provider News

JULY 2025



## A Message to our Providers from Erik Helms

To our valued network providers –

I want to share just a brief note this month to thank you for your continued partnership on the important work we share, such as our quality initiatives, that lead to better outcomes for those we serve. We remain hard at work to improve our processes and ensure our ability to provide best-in-class care to our members far into the future. Our team will continue to share important updates with you. For now, I wish you a great rest of your summer.

As always, please don't hesitate to reach out to me or my team.

*Erik Helms*

Erik Helms, SVP, Provider Contracting & Performance

# Mission **in** Action



For nearly 20 years, Holyoke Health Center has been a trusted healthcare provider for CCA members in Holyoke and across the surrounding communities of Western Massachusetts. As a federally qualified health center, it delivers high-quality, comprehensive care—including primary, specialty, and urgent care, along with on-site pharmacy, vision, and dental services. Their integrated care model makes healthcare more accessible, convenient, and responsive to community needs.

The Center for Recovery and Support is a vital resource for individuals in recovery or living with HIV/AIDS. Through innovative residency programs, Holyoke Health Center is also preparing the next generation of nurse practitioners, dentists, and pharmacists to expand access and meet the needs of underserved populations.

Driven by a commitment to quality, operational excellence, and cultural responsiveness, Holyoke Health Center is helping close care gaps, improve patient outcomes, and reduce unnecessary ER visits.

“Holyoke Health Center has been a valued partner in advancing our mission to improve the health and well-being of individuals with the most complex and significant needs,” said Corey McCarty, SVP of Product and Provider Organization at CCA. “We’re grateful for their unwavering commitment to person-centered care and proud to shine a light on the impactful work they do to build healthier and safer communities.”

## CCA News & Updates

**Support Better Outcomes: Refer Caregivers**

## to Trualta's Free Resources

CCA's mission is built upon helping those with the most significant needs live safely at home and in their community. Caregivers and support systems play an integral role.

[READ MORE](#)

### Improving Follow Up Care for CCA Members with Substance Use Disorders

Improving rates for initiation and engagement of treatment (IET) not only supports better health outcomes and reduces avoidable hospitalizations, but also aligns with our shared commitment to high-quality, integrated care.

[READ MORE](#)

### instED: Reduce Unnecessary ED Visits with In-Home Acute Care for Your Patients

instED delivers on-demand, in-home acute medical care as an effective alternative to emergency department (ED) visits when your office is closed or may not have available appointments.

[READ MORE](#)

### Join Our CCA Credentialing Committee

We are excited to announce an opportunity for additional physicians to join the CCA Credentialing Committee. This essential committee plays a key role in maintaining the safety and quality of our network.

[READ MORE](#)



CCA recently shared several important communications:

[SNF Payment Policy Update](#)

[Excludes1 Notes Claims Edit Go-Live](#)

You can find other communications shared by CCA on our [Provider Updates](#) webpage.

If you did not receive any of these notices and would like more information, please call:

**866-420-9332**



### Update Your Information

Keeping your information up to date in our Provider Directory helps your



### Spotlight on: Provider Portal

The CCA Provider Portal is a self-service one-stop shop empowering

practice by making it easier for our members to find accurate information about your practice locations. We encourage you to regularly update your demographic information including race, ethnicity and language, as well as the language services offered by your practice.

[CLICK HERE](#)

our providers to quickly access important member information and complete administrative transactions — *in real time*.

For further instructions on how to register please refer to the CCA Provider Portal Registration Guide: [Registration Guide](#). For portal overview, tips and tricks, please refer to the User Guide: [Portal User Guide](#).

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