



# Provider News

MAY 2025



## A Message to our Providers from Erik Helms

It's been nearly two months since CCA joined the CareSource family of companies and on behalf of all of us on the Provider Contracting and Performance team, I want to express our heartfelt gratitude for your support and engagement during these first weeks....

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## Mission in Action



CCA is proud to partner with providers that share our mission of helping individuals with

complex healthcare needs, including NeighborHealth, the largest Federally Qualified Health Center in Massachusetts. For over a decade, this partnership has connected many CCA Senior Care Options members with NeighborHealth's comprehensive, community-based care.

Their integrated approach includes:

- ✓ Coordinated care management
- ✓ Primary and specialty care
- ✓ Medical & behavioral health emergency services
- ✓ Interpreters
- ✓ Patient advocacy and financial assistance
- ✓ Telehealth
- ✓ MassHealth enrollment support

"NeighborHealth provides our members with high-quality, one-stop healthcare—right in the neighborhoods they call home," said Mark Waggoner, CCA's Massachusetts General Manager. "Their wraparound services, geriatric expertise, and unwavering commitment to equitable, culturally responsive care make them an invaluable partner in building stronger, healthier communities."

NeighborHealth is just one example of the many partners who help us advance our mission.

## CCA News & Updates

### Reminder: CCA's General Coding & Billing Policy

Refer to CCA's online policies for guidance around regular updates to our claims processing

[READ MORE](#)

### Serving Patients with Limited English Proficiency, Disabilities, or Cultural & Religious Needs

New trainings and resources available, in addition to 2025 annual provider training

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### Preventive Screening & Disease Management Tip Sheets

To assist you in your care of CCA members, who often have multiple complex needs, our team has shared some simple tips on topics frequently impacting our membership, such as substance use disorders, diabetes, blood pressure and kidney health. We hope you find them useful.

[READ MORE](#)



CCA recently shared several important communications:

[New and Revised Payment Policies](#)

[2025 Prior Authorization List](#)

[MNG Updates](#)

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 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](#)



## Spotlight on: Training

As a reminder, CCA's **Cultural Competency** training is required annually of all providers. This training and others can be found on CCA's provider website.

[CLICK HERE TO ACCESS ALL ANNUAL TRAININGS AND ATTESTATION FORMS](#)



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