



Network Notification

Notice Date: September 1, 2025
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance, Inc. (CCA)
Subject: Optum Health Retrospective Claims Reviews
Effective Date: October 1, 2025

Summary

At Commonwealth Care Alliance, Inc. (CCA) our goal is to provide the most seamless, efficient claims processes for our provider network. The purpose of this letter is to provide you with advance notice that effective **October 1, 2025**, Optum Health will begin performing targeted retrospective reviews on Facility claims submitted by our providers.

This new initiative is a key step in ensuring that claims are processed accurately and to reduce the need for revisions or delays in reimbursements to our Facility providers. It also ensures that CCA continues to process claims in compliance with national and state regulatory standards. As part of this effort, we have partnered with Optum Health to assist with performing these retrospective claim reviews against these standards.

What This Means

Optum Health will perform retrospective reviews of itemized bills, medical records, or other pertinent patient encounter documentation to verify the charges are billed against the appropriate coding, clinical validation, and diagnosis related group (DRG) assignment for reimbursement.

Please note that Optum Health is a “business associate” of CCA and as such is subject to the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) applicable to receiving and safeguarding protected health information (PHI) on behalf of CCA.

Questions?

If you have questions, please contact CCA Provider Services at 866-420-9332 Monday, Tuesday, Wednesday, and Friday 8 a.m. – 5 p.m. ET and Thursday 8:30 a.m. – 5 p.m. ET.

Thank you for your continued partnership and commitment to those we mutually serve.

Sincerely,

CCA Payment Integrity Department

