A Message to our Providers from Erik Helms

To our valued network providers,

As we head into the later portion of the year, we are focused on making sure our members take full advantage of the annual screenings and benefits available to them. I'd like to remind you of several resources available to you, as we ensure those we mutually serve receive the highest quality care. Our website offers a **HEDIS Quality Measure Reference Guide**, as well as **preventive screening and disease management tip sheets** on topics impacting many of our members. We also have a report that can help you identify care opportunities for your patients. Please email **providerrelations@commonwealthcare.org** if you are interested in receiving a copy.

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

Through our shared commitment to accessible, person-centered care, our partnership with Cambridge Health Alliance (CHA) continues to make a meaningful and lasting impact on the lives of our Senior Care Options and One Care members across Cambridge and Boston's metro-north communities. CHA delivers high-quality, integrated care across every stage of life—from prenatal and pediatric services to primary, specialty, vision, urgent, and emergency care. Their two Community Behavioral Health Centers provide 24/7 walk-in access to mental health and addiction services, reducing emergency room visits and preventing avoidable hospitalizations, while ensuring timely, compassionate support for those who need it most.

"We deeply value our long-standing partnership with CHA, which spans over 15 years and continues to expand access to care and improve health outcomes across the communities we serve," said John Koehn, President, CCA. "Together, we're helping more people live healthier, more independent lives."

CCA News & Updates

Improving Care Transitions for Patients with

Mental Health Needs

The HEDIS® Follow-Up After Hospitalization (FUH) measure focuses on continuity of care for patients hospitalized with a mental health diagnosis or intentional self-harm.

READ MORE

Upcoming Changes to Diabetic Supplies Coverage

Effective January 1, 2026, Commonwealth Care Alliance, Inc. (CCA) will update our preferred diabetic testing supplies:

- **Covered in 2026**: Abbott Freestyle and Roche Accu-Check products
- **No Longer Covered in 2026**: One Touch LifeScan test strips and glucometers

READ MORE

2025-2026 Flu Season: Talk to Your Patients about Influenza Vaccination

It's time to recommend and administer the influenza vaccine to all eligible patients for the 2025-2026 flu season. For patients age 65 and older, prioritize the high-dose influenza vaccine for strong protection.

READ MORE

CCA recently shared several important communications:

2025 Prior Authorization List

MNG Updates

CCA's Coding & Billing Policy

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

Spotlight On: Faster, Easier EFT & ERA Enrollment

Commonwealth Care Alliance, Inc. (CCA), in partnership with Payspan Health, offers a streamlined online registration process for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) services.

Why enroll in EFT and ERA?

- Faster payment processing: Receive direct deposit payments – no waiting on paper checks.
- Less paperwork: Save time by eliminating manual payment processes.
- 24/7 access: View and manage your ERAs online whenever you need.
- Enhanced security: Reduce the risk of lost or stolen checks.

Take advantage of a more efficient way to manage your payments — because your time matters. To register, visit Payspan Health's **Provider Registration** online portal.

Payspan Health Support can be reached via email at **providersupport@payspanhealth.com**, by phone at 877-331-7154 (Option #1), or online at payspanhealth.com.

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

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