



October 31, 2025

Dear Valued Provider,

As a reminder, patients who are enrolled in the Senior Care Options (SCO) program or One Care program are not responsible for any cost sharing and cannot be billed. Federal and state regulations prohibit dual-eligible Medicare and MassHealth members from being required to pay copays¹, and your contract (for in-network providers) with Commonwealth Care Alliance, Inc. (CCA) also prohibits collection of cost sharing from members.

Recently, it was identified that some CCA members had been charged a cost share by their provider. Our records indicate you provided covered services to a CCA member(s) during this period. **CCA is requesting that you review your records for any CCA claims during the period from 7.17.2025 to 10.2.2025 to ensure these members were not charged a cost share for these services.** *If a cost share was charged, please refund the member as they are not responsible for these cost shares.*

CCA has reached out to potentially impacted members regarding reimbursement, and members have been instructed to reach out to their providers if they believe they paid a cost share they were not responsible for.

If you need additional assistance, 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 being a valued CCA partner and for the high-quality care you provide to the members we mutually serve.

Sincerely,

Kevin McKay
Vice President, Market Partnership Strategy & Performance

¹ Please refer to the Social Security Act at sections 1902(n)(3)(B), 1902(n)(3)(C), 1905(p)(3), 1866(a)(1)(A), and 1848(g)(3)(A); MassHealth regulations at 130 CMR 506.014, 130 CMR 450.238 and 130 CMR 450.316-318