



# Provider News

JUNE 2025



## A Message to our Providers from Erik Helms

Summer has officially arrived in Massachusetts and brought with it some intense heat. Throughout the summer, CCA's care teams are at the ready to help members find a cooling center in their community or address other heat-related needs. So, if you have patients who are CCA members and are struggling during a heat wave (or any other extreme weather this summer), please invite them to call CCA Member Services at [866-610-2273](tel:866-610-2273).

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**Mission** in **Action** 



CCA's ability to support individuals with complex needs is strengthened by dedicated partners like **Upham's Community Care**, which provides high-quality, integrated healthcare that combines care management with primary, specialty, and urgent care. Their holistic, family-centered approach goes beyond medical treatment to address critical social needs such as housing, legal support, immigration, child support, insurance, and emergency assistance. Services are culturally and linguistically tailored to honor the values, needs, and preferences of their patients.

Upham's comprehensive family approach supports individuals at every stage of life. This includes pediatric care and developmental screenings for infants to geriatric care that promotes aging with dignity. Upham's fosters continuity of care and strengthens the well-being of the community.

This commitment includes Upham's deep dedication to reducing the impact of substance use in the community, reflected in staff training on key topics -- overdose prevention, naloxone administration, and pain management -- along with ongoing efforts to expand capacity for compassionate, comprehensive opioid use disorder treatment.

"As a pillar of the Dorchester community, Upham's Community Care has shown unwavering dedication to meeting patients and families where they are," said Erik Helms, CCA's SVP of Provider Contracting and Performance. "They've been a trusted partner to CCA, helping improve the health and quality of life of our members for over two decades."

## CCA News & Updates

**New 2025 CMS Medication Safety Measures:  
What Providers Need to Know**

The Centers for Medicare & Medicaid Services (CMS) has added two new safety measures to the 2025 Medicare Star Ratings: Concurrent Use of Opioids and Benzodiazepines (COB) and Polypharmacy: Use of Anticholinergic Agents (Poly-ACH). Both measures aim to reduce the number of members taking potentially harmful drug combinations.

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### **Make the Most of the Medicare Annual Wellness Visit (AWV): Key Benefits for Providers**

The Medicare Annual Wellness Visit (AWV) is a valuable opportunity for primary care practices to engage patients, improve care quality, and support practice goals. Unlike a standard annual physical, the AWV is designed for a focused conversation with patients to review their health status, medications, and preventive needs, while planning for future care.

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CCA recently shared several important communications:

[2025 Quality Measure Reference Guide](#)

[2025 SCO and One Care Provider Manuals](#)

[SCO and One Care 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: IET Tip Sheet**

Initiation and Engagement of Substance Use Disorder Treatment (IET) is a nationally recognized quality measure. By focusing on timely initiation and sustained engagement in SUD treatment, providers can help patients achieve improved health outcomes and support our shared goals for quality care.

[IET and SBIRT Tip Sheet](#)



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