



Network Notification

Notice Date: November 26, 2025
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance, Inc. (CCA)
Subject: November Payment Policy Update
Effective Date: January 1, 2026

Summary

At CCA, we value our provider partners and are committed to making it easier for you to work with us. To support this, we have established a predictable schedule for releasing updates to our payment policies. This approach ensures you always know when to expect important policy information.

Monthly Policy Updates

Each month you will receive a consolidated network notification summarizing all recent policy changes. This helps you stay informed and up to date with minimal effort.

How to Use This Notification

- Review the list of updated policies.
- Note the effective date and the specific plans impacted by each policy.

Accessing CCA Payment Policies Online

You can find all current CCA payment policies by visiting our website at: ccama.org/providerpaymentpolicies. Simply choose the policy you would like to review. Each revised policy has a previous version that can be referenced on the corresponding archived policy webpage.

Updated Medical Necessity Guidelines

Our Medical Necessity Guidelines have also been updated. You can access the latest versions at ccama.org/MNGs. Please review these updates to ensure compliance with current requirements.

Policy Updates

Policy Name	Policy Type	Plan	Effective Date	New or Revised
Home Health Services	Payment	Senior Care Options and One Care	January 1, 2026	Revised
National Drug Code	Payment	Senior Care Options and One Care	January 1, 2026	Revised
Out of Network Provider	Payment	Senior Care Options and One Care	January 1, 2026	Revised
Overpayment	Payment	Senior Care Options and One Care	January 1, 2026	Revised



Network Notification

Summary of Updates

Home Health Services Payment Policy (Revised)

Key updates: Authorization requirements now reference both certified and non-certified medical necessity guidelines. Medicare services are reimbursed under the Home Health Prospective Payment System (HH PPS), including Notice of Admission (NOA) and Low Utilization Payment Adjustment (LUPA) requirements. Medicaid services must be provided by Medicare-certified and MassHealth-enrolled home health agencies in non-institutional settings. Billing codes and modifiers have been updated for both Medicare and Medicaid services, including telehealth codes.

National Drug Code (NDC) Payment Policy (Revised)

Key updates: NDCs must be submitted in an 11-digit format with the “N4” qualifier and leading zeros, along with the correct HCPCS codes, NDC unit of measure, and HCPCS units. Claims must match packaging increments. Excess or invalid units will be denied. Multi-ingredient drugs must be billed on separate claim lines with corresponding NDCs and HCPCS codes. References to CMS and MassHealth billing manuals for CMS-1500 and CMS-1450 forms are included.

Out of Network Provider Payment Policy (Revised)

Key updates: Most OON services require prior authorization, except for emergency, urgent, dialysis, and family planning services. Reimbursement applies when no in-network provider is available for medically necessary care or specific accessibility needs, during continuity of care for new members, or for emergency/urgent services that do not require pre-authorization by law or contract. OON providers must be Medicare-eligible and may need MassHealth enrollment for Medicaid-only services. Appeals must include a Waiver of Liability Form.

Overpayment Payment Policy (Revised)

Key updates: Overpayments may result from duplicate payments, incorrect rates, non-covered services, billing errors, missing documentation, or retroactive member termination. CCA may recover overpayments through claim retractions or by applying credits to future payments. Providers must notify CCA within 30 days of identifying an overpayment and may submit a refund or request a retraction with the required form and EOPs. Updated lockbox addresses for mailed refunds.

Questions?

For more information, please contact CCA Provider Services at **1-866-420-9332**. Hours of availability are 8:00 a.m. to 5:00 p.m. Monday through Wednesday and Friday, and on Thursdays from 8:30 a.m. to 5:00 p.m. Eastern Time (ET).