

Network Notification

Notice Date: December 31, 2025
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance, Inc. (CCA)
Subject: December Payment Policy Update
Effective Date: February 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.
- Click the hyperlinked policy title to open the webpage with the full policy.

Policy Updates

Policy Name	Policy Type	Plan	Effective Date	New or Revised
<u>Deeming Period</u>	Payment	SCO and One Care	February 1, 2026	New
<u>Durable Medical Equipment</u>	Payment	SCO and One Care	February 1, 2026	Revised
<u>Emergency Department Services</u>	Payment	SCO and One Care	February 1, 2026	New
<u>Interest</u>	Payment	SCO and One Care	February 1, 2026	New

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Summary of Updates

Deeming Period Payment Policy (New):

- Explains payment for covered benefits during the 30-day deeming period when members temporarily lose MassHealth (Medicaid) eligibility.
- Medicare coverage continues without interruption during the deeming period; CCA reimburses providers for Medicare-covered services.
- Members may have cost-sharing unless they qualify for programs like QMB.
- No coverage through CCA for Medicaid services.

Durable Medical Equipment Payment Policy (Revised):

- Updates coverage and reimbursement guidelines for durable medical equipment (DME), including capped rentals, repairs, maintenance, and replacements.
- Clarifies authorization requirements, including use of Tomorrow Health platform and invoice submission details.
- Includes updated coverage exclusions and modifier list.
- Adds guidance for DME provided in nursing facilities and corrective mobility system repair add-on payments.

Emergency Department Services Payment Policy (New):

- Defines coverage and reimbursement for emergency department (ED) services.
- Provides guidance on reimbursement when ED visits lead to outpatient surgery, observation, or inpatient admission.
- Not covered: routine care, non-emergency follow-up, or care that could have been planned before travel.

Interest Payment Policy (New):

- Interest applies to clean claims not processed within the required timeframes.
- For in-network providers, interest starts on day 46 after receipt (per Massachusetts General Law (MGL) Chapters 176I and 176G).

Accessing CCA Payment Policies Online:

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



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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).

Thank you for your partnership and for the care you provide for our members.