



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
Deeming Period	Payment	SCO and One Care	February 1, 2026	New
Durable Medical Equipment	Payment	SCO and One Care	February 1, 2026	Revised
Emergency Department Services	Payment	SCO and One Care	February 1, 2026	New
Interest	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.