



Provider News

NOVEMBER 2025

A Message
from the
**CCA
Provider
Network
Team**

We're excited to share some great news! CCA's Senior Care Options (SCO) plan has earned 4 out of 5 stars from the Centers for Medicare & Medicaid Services (CMS) in the 2026 Star Quality Ratings. This achievement reflects our unwavering commitment to delivering the highest quality care to our members.

Reaching this milestone takes more than effort; it requires consistency, collaboration, and dedication. Your partnership has been essential in making this possible. Thank you for working with us to ensure our members receive exceptional care every day.

CCA News & Updates

Streamlined Prior Authorization: Key Updates for Providers

CCA is introducing updates to prior authorization processes to improve efficiency and provider support. Changes include revised service code requirements, new automation for faster responses, and upcoming electronic submission options through the Provider Portal.

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CCA recently shared several important communications:

[ADA Survey Reminder](#)

[Model of Care Training](#)

Important Update: One Care Program Transitioning to a Fully Integrated Dual Eligible Special Needs Plan (FIDE SNP) in 2026

Effective January 1, 2026, the One Care program will transition from a Medicare-Medicaid Plan to a Fully Integrated Dual Eligible Special Needs Plan (FIDE SNP). This change means eligible individuals will enroll directly with managed care organizations that participate in the One Care program rather than through the state.

[READ MORE](#)

Reminder: 2026 Benefit Changes in Annual Notice of Change (ANOC)

As we move into 2026, there are important updates to benefits for both One Care and Senior Care Options (SCO) members.

[READ MORE](#)

Empathy and Expertise: The Keys to Exceptional Patient Care

As health care providers, you play a vital role in shaping meaningful patient experiences. Every interaction is an opportunity to make patients feel heard, understood, and confident in their care. By combining informed, coordinated care with empathetic communication, you build trust and empower patients—leading to better outcomes and greater satisfaction.

[READ MORE](#)

Support Your Patients with Trualta - A Free Caregiver Resource

As a provider, you know you know how important caregiver support is to patient outcomes. That's why we offer Trualta, a free online education platform designed to help caregivers build skills and confidence in supporting loved ones with complex health needs.

[READ MORE](#)

[\(MOC\) Reminder](#)

[EOP Balance Billing](#)

[CCA's Coding & Billing Policy](#)

You can find other communications shared by CCA on our [Provider Updates](#) webpage.

If you did not receive any of these notices and would like more information, please call:

866-420-9332

Medical Necessity Guidelines Update – Effective January 1, 2026

CCA is updating some of our Medical Necessity Guidelines (MNGs) to better support providers and ensure clarity in coverage and authorization requirements. These updates apply to both Senior Care Options (SCO) and One Care plans.

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Diabetes Awareness & Upcoming Formulary Update

Diabetes is a major concern for CCA members. Many of CCA's One Care and Senior Care Options members have diabetes, with risks for kidney and heart complications.

Important Reminder:

Starting January 1, 2026, CCA will implement new coverage guidelines for [diabetes test strips](#) to ensure appropriate quantities.

[READ MORE](#)



Provider Trainings: 2026 SCO & One Care Benefit Changes and Medicaid Deeming Overview

Join us for upcoming presentations that will cover important topics for 2026: updates to the Senior Care Options (SCO) and One Care programs, Medicaid Deeming.

Webinar Dates

2026 CCA Product And Benefits Overview - Senior Care Options and One Care

- December 12, 2025 | 12:00 - 12:45 p.m. Eastern Time (US and Canada)
- [Join Zoom Meeting](#)
- Passcode: 980406

2026 CCA Medicaid Deeming Overview

- December 18, 2025 | 12:00 - 12:45 p.m. Eastern Time (US and Canada)
- [Join Zoom Meeting](#)
- Passcode: 600334



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