



Provider News

OCTOBER 2025



A Message from Kevin McKay

**Vice President,
Network Strategy
and Contracting**

As part of CCA’s continued integration and preparation for 2026, I’m happy to share that I will now lead CCA’s Provider Network teams.

I know many of you already and it’s my pleasure to serve in this role moving forward. If we’ve had the opportunity to chat directly recently, you know how I feel about the strength of our provider network and the vital importance of our partnership in meeting the needs of those we mutually serve. I look forward to continuing this important work together.

Please keep an eye on this newsletter over the next few months for key 2026 updates. As always, please feel free to reach out to me or your provider relations contact, as well as our team at providerrelations@commonwealthcare.org.

CCA News & Updates

Strengthening Communication for Better Care

October is Health Literacy Month, a great opportunity to reflect on how we communicate with



CCA recently shared

patients and members and ensure our messages are clear, accessible, and culturally responsive

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Helping Patients Access Care: A Shared Effort

We recognize that accessing timely care can be challenging for members, particularly when provider schedules are full. To support our shared commitment to continuity and quality of care, we've taken steps to educate patients on how to proactively manage their care and explore alternative options when needed.

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Every patient deserves an equal opportunity to receive care: New Survey

The Americans with Disabilities Act (ADA) plays a vital role in ensuring that individuals with disabilities have equal access to the services and environments they need. As a healthcare provider, following ADA guidelines means you're helping create a more inclusive, respectful, and accessible care experience for all — while also ensuring compliance with federal laws.

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several important communications:

[2026 Benefit Updates](#)

[October Payment Policy](#)

[EOP Balance Billing](#)

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

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

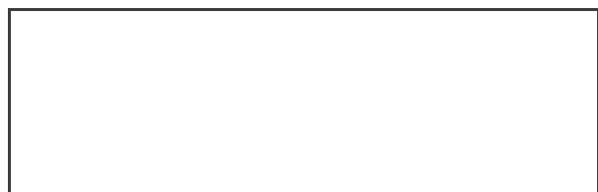
If you did not receive any of these notices and would like more information, please call:

866-420-9332

Help Patients Find Your Practice: Keep Your Info Current with CCA

To ensure timely care, claims processing, and communication, contracted providers must submit updates—such as practitioner changes or demographic details—immediately upon identification of upcoming changes and review their information at least every 45 days.

Keeping your practice information current with CCA helps members easily find and access your services. Updated rosters and forms can be submitted via email to PNMDepartment@CommonwealthCare.org or through the [CCA Provider Portal](#), where all necessary forms and templates are available. Practices may also request a monthly roster to verify the information CCA has on file, supporting better patient access and care coordination





Breast Cancer Screening Measure Update

The **HEDIS Breast Cancer Screening measure** has been updated to reflect new clinical guidelines and improve early detection efforts.

What's Changing:

- **Expanded age range:**
 - Now includes women ages 40–74
- **New age stratifications:**
 - 40–49
 - 50–74
 - Total rate

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Provider Trainings: 2026 SCO & One Care Benefit Changes

We invite you to attend **live training webinars** covering key updates to the Senior Care Options (SCO) and One Care programs, effective January 1, 2026.

These sessions will help you prepare for the transition to a Fully Integrated Dual Eligible Special Needs Plan (FIDE-SNP) and support your patients through upcoming benefit changes.

Webinar Date

November 13, 2025 | 12:00 - 12:45 p.m. Eastern Time (US and Canada)

- [Join Zoom Meeting](#)
- **Passcode: 970983**

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