



Network Notification

Notice: December 16, 2025
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance, Inc. (CCA)
Subject: 2026 CCA Provider Manual Now Available
Effective Date: January 1, 2026

Dear Provider Partner,

The **2026 CCA Provider Manual** is now live on our website. This updated manual includes important information on CCA policies, procedures, and guidelines that support our provider network and ensure compliance with state and federal requirements.

Key Updates Include:

- Eligibility verification and deeming period guidance
- Prior authorization and billing requirements
- Member support and care coordination resources

Access the Manual:

- Visit the [CCA Website](#)

What's New:

- Updated policies on credentialing and utilization management
- Revised claims submission guidelines
- Enhanced compliance and fraud prevention requirements

Please review the updated manual and incorporate any necessary changes into your practice workflows.

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 continued partnership in providing high-quality care to our members.

Commonwealth Care Alliance | 2 Avenue de Lafayette, 5th floor | Boston, MA 02111 US

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