



# 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

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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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