



Network Notification

Notice: December 24, 2025
To: One Care Providers
From: Commonwealth Care Alliance, Inc. (CCA)
Subject: **Important Update: Service Continuity for One Care Members**
Effective Date: January 1, 2026

Dear Provider Partner,

We are writing to share important information about upcoming changes that may affect the services you provide to Commonwealth Care Alliance, Inc. (CCA) One Care members.

Effective January 1, 2026, the Commonwealth Care Alliance, Inc. (CCA) One Care plan will transition from a Medicare-Medicaid demonstration program (MMP) to a Fully Integrated Dual Eligible Special Needs Plan (FIDE SNP). This change is designed to ensure full integration of Medicare and Medicaid benefits—including medical, behavioral health, long-term services and supports (LTSS), and pharmacy—under one coordinated program, simplifying care for members and providers

Reminder: Covered Service Changes Resulting from the MMP to FIDE SNP Transition

As One Care transitions from a MMP to a FIDE SNP, certain expanded services above and beyond Medicare and MassHealth coverage that were covered under the MMP (“demonstration services”) will no longer be covered as standard benefits. If a member’s needs cannot be met with Medicare and MassHealth-covered services or through informal or community supports, then One Care plans may continue to offer demonstration services in the form of additional services as Flexible Benefits assuming:

- There is not an alternative Medicare or MassHealth-covered service,
- The service meets medical necessity criteria, and
- The service addresses otherwise unmet needs and is expected to positively impact outcomes, including promoting independent living or recovery.
- The service requires prior authorization and must be documented in the member’s Individualized Care Plan (ICP).

Flexible Benefits include:

- Adult Companion
- Chore Service
- Home-Delivered Meals
- Homemaker
- Laundry
- Home Environmental Accessibility Adaptations
- Transportation (non-emergent non-medical): *Up to 10 one-way trips/month (<50 miles) available to all One Care members*

**PC Agency is not listed as a 2026 flexible benefit but will be addressed through the continuity of care process outlined below.*

Important Update: Continuation of Authorized Services and Service Transitions

For those services outlined above and where a replacement Medicare or MassHealth-covered service or informal or community support has yet to be identified and put into place as of December 31, 2025, CCA will authorize a continuity of care period to ensure no disruption in service or payment as of January 1, 2026. Authorizations will be sent to servicing providers via fax between now and December 31, 2025. Servicing providers can also check the real-time status of authorizations by logging onto the [CCA Provider Portal](#). Please note that most continuity of care authorizations will run through March 31, 2026, as CCA works with members to explore alternative covered service options or informal or community supports to meet their needs.

If a member has completed updated service planning with CCA and an alternative Medicare or MassHealth-covered service or informal or community support has replaced any of the services outlined above, then the servicing provider should have received prior notification of service discontinuation.

What You Need to Do

- If you believe a member needs a Flexible Benefit, contact the member's CCA care team. Approval requires inclusion in the member's ICP and prior authorization.
- Review the [2026 Provider Manual](#) on our website for important updates and operational changes.

Your collaboration is essential to maintaining continuity of care and supporting members during this process. Thank you for your continued partnership in delivering high-quality care.

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). *Please note that CCA Provider Services will be closed on December 25 (Christmas Day) and January 1 (New Year's Day) in observance of federal holidays.*

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