



Network Notification

Notice: December 26, 2025
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance, Inc. (CCA)
Subject: Reprocessing of Claims with Corrected CARC Codes This Week
Effective Date: Claims from July 24, 2025, to October 8, 2025

Dear Valued Provider,

Commonwealth Care Alliance, Inc. (CCA) previously identified an inconsistency in some Explanation of Payments (EOPs). You may have received EOPs for claims paid between July 24, 2025, and October 8, 2025, that did not reflect the 209 Claim Adjustment Reason Code (CARC). As a result, some providers billed CCA members for cost sharing amounts for which they are not responsible. We have reprocessed claims to reflect the 209 CARC code stating that members cannot be balance billed. Changes in payment related to this adjustment will be minimal. **This claim reprocessing will be transmitted to providers as a standalone EOP by December 26, 2025.**

What you need to do:

- Expect to see any **reprocessed claims** in a standalone EOP by **December 26**.
- Review these reprocessed claims to **confirm that they result in an automatic reversal of any bills** assessed to SCO or One Care members for cost sharing, as well as refunds for any associated cost share amounts paid by SCO or One Care members.
- **If such adjustments are not automatic, take immediate action to reverse any bills assessed** to SCO or One Care members for cost sharing and **refund any cost share** amounts paid to your organization by members for these claims.
- Be aware that **members have been notified** and may contact you if they believe they were incorrectly billed.

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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