



Network Notification

Notice Date: August 17, 2026
To: Senior Care Options and One Care Behavioral Health Providers
From: Commonwealth Care Alliance (CCA)
Subject: Behavioral Health Diversionary Services Prior Authorization Reminder
Effective Date: September 1, 2026

Summary

As a reminder, Commonwealth Care Alliance® (CCA) shared a network notification on July 1, 2026, about upcoming prior authorization and admission notification requirements for behavioral health diversionary services. **Beginning September 1, 2026**, providers serving Senior Care Options (SCO) and One Care members must follow the requirements below when submitting admission notifications or requesting prior authorization for the listed services.

Prior Authorization Requirement

Providers must submit required admission notifications and authorization requests **within the timeframes listed below**. When authorization is required, submit the request **before the authorization threshold is reached** and include **all supporting clinical documentation needed to review the request**. Requests submitted after services have been rendered may result in **administrative denial**, even if the service would otherwise meet medical necessity criteria.

The following services require notification and/or authorization beginning September 1, 2026:

Service Type	Service Code	When Notification is Required	When Authorization is Required
Community Crisis Stabilization (CCS)	S9485-ET	Within 48 hours	After five days
Partial Hospitalization Program (PHP)	912/H0035	No notification required	After five days
Clinical Stabilization Services (CSS) for Substance Use Disorder (SUD)	H0010	Within 48 hours	After 14 days

Network Notification

Residential Rehabilitation Services (RRS)	H0019	Within five days	After 90 days
Community Service Program (CSP)	H2015	No notification required	After 360 units
Recovery Support Navigator (RSN)	H2015-HF	No notification required	After 360 units
Community Service Program for Homeless Individuals (CSP-HI)	H2016-HK	Notification required within seven business days of admission, then resubmitted annually.	N/A
Community Service Program – Tenancy Preservation Program (CSP-TPP)	H2016-HE	Notification required within seven business days of admission, then resubmitted annually.	N/A

Key Reminders for Providers

- Review the table above to confirm which services require admission notification, authorization, or both.
- Submit required notifications and authorization requests **within the listed timeframes**.
- Include **supporting clinical documentation** with authorization requests and notification forms so CCA can review each request based on the member's benefits, applicable medical necessity criteria, submitted clinical information, and Provider Manual requirements.
- Note that CSP-HI and CSP-TPP require notification only.

Additional Information

How to submit notifications

Admission notifications should be submitted to CCA using the appropriate Admission Notification Form. Forms are available on the CCA Provider Website and may be submitted by fax to 1-855-341-0720 upon completion.

How to submit authorization requests

Providers are encouraged to submit authorization requests through the **CCA provider portal whenever possible**. The portal allows providers to submit authorization requests, upload supporting clinical documentation, and check request status.



Network Notification

Provider portal education and resources

Providers can use the [Quick Start Guide](#), [Registration Guide](#), and [Prior Authorization Education Series](#) to learn how to register for and use the provider portal.

Authorization forms and fax submissions

Providers may also fax the appropriate authorization request or notification form, with supporting clinical documentation, to **855-341-0720**. Forms will be posted on the [Forms and Referrals](#) page of the CCA provider website before **September 1, 2026**.

Appeal information

If an authorization request is denied, providers may follow the **appeal process** outlined in the [CCA Provider Manual](#).

Questions?

For more information, please contact CCA Provider Services at **1-866-420-9332**. Provider Services is available Monday through Wednesday and Friday from 8:00 a.m. to 5:00 p.m. Eastern Time, and Thursday from 8:30 a.m. to 5:00 p.m. Eastern Time.

CCA appreciates your continued partnership and commitment to quality care.