



# Commonwealth Care Alliance & CareSource Partnership

## Coming June 28, 2026!

Last year CareSource, an Ohio-based nonprofit managed care health plan, finalized the acquisition of Commonwealth Care Alliance® (CCA) with the intent to ensure that residents of Massachusetts with complex health needs maintain access to high-quality health care services.

The affiliation between CareSource and CCA leverages **combined resources** and **expertise** to address the critical needs of members and the broader community. By integrating CareSource's expertise with CCA's specialized programs, members will benefit from **enhanced care coordination**, access to **innovative health solutions**, and a **robust support network** that prioritizes their unique needs.

Effective June 28, 2026, the Commonwealth Care Alliance® Senior Care Options (HMO D-SNP) and the Commonwealth Care Alliance® One Care (HMO D-SNP) plans will be operationally supported by CareSource.

This Provider Transition Guide contains important information you need to know for these plans prior to and after June 28, 2026, while we work together to integrate this business.

We will move to the robust, secure, and encrypted new Provider Portal tool, which is available to all providers who serve our members.

Key Provider Portal highlights include:

- View member benefits, eligibility, claims, and coordination of benefits information
- Review and update a member's care management and service plans
- View member gap in care alerts

This document lists important resources, contact information, Provider Portal access guidance, claims and prior authorization submission instructions, pharmacy information, and more! Use the table of contents to locate information by clicking on the links.

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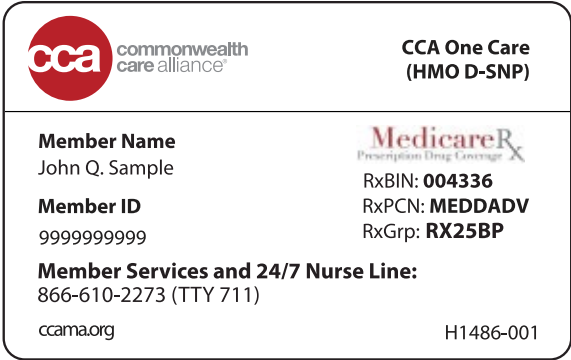
Topic	Information Prior to June 28, 2026	New Information Beginning June 28, 2026	No Change
<b>Contact List</b>			
<b>Provider Services</b>	<b>Phone:</b> 1-866-420-9332, available Monday, Tuesday, Wednesday and Friday from 8 a.m. to 5 p.m. Eastern Time (ET) and Thursday from 8:30 a.m. to 5 p.m. ET. <b>Email:</b> <a href="mailto:ProviderServices@CommonwealthCare.org">ProviderServices@CommonwealthCare.org</a>	<b>Phone:</b> 1-866-420-9332, available Monday, Tuesday, Wednesday and Friday from 8 a.m. to 5 p.m. ET and Thursday from 8:30 a.m. to 5 p.m. ET.	
<b>Member Services</b>	<b>Phone:</b> 1-866-610-2273 <b>Fax:</b> 1-617-426-1311 <b>Email:</b> <a href="mailto:MemberServices@CommonwealthCare.org">MemberServices@CommonwealthCare.org</a>	<b>Phone:</b> 1-866-610-2273 (TTY: 711) <b>Fax:</b> 1-617-426-1311 <b>Email:</b> <a href="mailto:MemberServices@CommonwealthCare.org">MemberServices@CommonwealthCare.org</a>	✓
<b>Provider Relations</b>	<b>Fax:</b> 1-857-465-7465 <b>Email:</b> <a href="mailto:ProviderRelations@CommonwealthCare.org">ProviderRelations@CommonwealthCare.org</a>	<b>Email:</b> <a href="mailto:ProviderRelations@CommonwealthCare.org">ProviderRelations@CommonwealthCare.org</a>	
<b>Provider Data Management (PDM)</b>	<b>Fax:</b> 1-617-517-7738 <b>Email:</b> <a href="mailto:PNMDepartment@CommonwealthCare.org">PNMDepartment@CommonwealthCare.org</a>	Use the new Provider Portal and refer to the Provider Maintenance page. <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a> <b>Email:</b> <a href="mailto:PNMDepartment@CommonwealthCare.org">PNMDepartment@CommonwealthCare.org</a>	
<b>Contracting</b>	Your current CCA contract will not change. Your patients will remain CCA members as of June 28, 2026. The same contract terms will continue to apply. Reach out to <a href="mailto:CCACContracting@CommonwealthCare.org">CCACContracting@CommonwealthCare.org</a> for questions.	Your current CCA contract will not change. Your patients will remain CCA members as of June 28, 2026. The same contract terms will continue to apply. Reach out to <a href="mailto:CCACContracting@CommonwealthCare.org">CCACContracting@CommonwealthCare.org</a> for questions.	✓
<b>Credentialing</b>	<b>Fax:</b> 1-857-465-7465 <b>Email:</b> <a href="mailto:Credentialing@CommonwealthCare.org">Credentialing@CommonwealthCare.org</a>	Provider Portal: utilize the new Provider Portal at <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a> . <b>Email:</b> <a href="mailto:Credentialing@CommonwealthCare.org">Credentialing@CommonwealthCare.org</a>	
<b>Grievances &amp; Appeals</b>	<b>Phone:</b> 1-866-610-2273 <b>Email:</b> <a href="mailto:AGDepartment@CommonwealthCare.org">AGDepartment@CommonwealthCare.org</a> <b>Fax:</b> 1-857-453-2273 <b>Address:</b> 30 Winter St. Boston, MA 02108	<b>Phone:</b> 1-866-420-9332 <b>Fax:</b> 937-531-2398 <b>Address:</b> Commonwealth Care Alliance Attn: Provider Appeals P.O. Box 1947 Dayton, OH 45401-1947 <b>Provider Portal:</b> <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a>	

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<b>Provider Portal</b>			
<b>Web Address</b>	CCA Provider Portal (HealthTrio): <a href="http://CommonwealthCareAlliance.healthtrioconnect.com">CommonwealthCareAlliance.healthtrioconnect.com</a>	The new Provider Portal: <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a>	
<b>Provider Portal User Guides</b>	CCA Provider Portal Resources: <ul style="list-style-type: none"> <li>• <a href="#">Provider Portal Registration Guide</a></li> <li>• <a href="#">Provider Portal User Guide</a></li> <li>• <a href="#">Service Authorization Requests User Guide</a></li> </ul>	To register for the new Provider Portal (beginning June 12): <ul style="list-style-type: none"> <li>• From your mailed Welcome Letter, locate your CCA Provider ID/Billing Number. (The Welcome Letter will be mailed in June.)</li> <li>• Visit <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a></li> <li>• Select Massachusetts</li> <li>• On the new Provider Portal, you will need to set up multifactor authentication</li> <li>• Locate your verification code and enter the code in the field</li> </ul>	
<b>Claims</b>			
<b>Submitting Medical Claims</b>	Preferred method: via Electronic Data Interchange (EDI) on the <a href="#">Availity Portal</a> or through a Clearinghouse <ul style="list-style-type: none"> <li>• <b>CCA Payer ID:</b> A2793</li> <li>• <b>Mail:</b> CCA Claims P.O. Box 3085 Scranton, PA 18505</li> </ul>	Preferred method: via the new Provider Portal <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a> <ul style="list-style-type: none"> <li>• Select Online Claim Submission in the Claims menu</li> <li>• <b>CCA Payer ID:</b> A2793</li> <li>• <b>Mail:</b> Commonwealth Care Alliance Attn: Claims Department P.O. Box 1127 Dayton, OH 45401-1127</li> </ul>	
<b>ERA/EFT</b>	PaySpan <ul style="list-style-type: none"> <li>• <b>Website:</b> <a href="http://payspanhealth.com/nps">payspanhealth.com/nps</a></li> <li>• <b>Email:</b> <a href="mailto:providersupport@payspanhealth.com">providersupport@payspanhealth.com</a></li> <li>• <b>Phone:</b> 1-877-331-7154</li> </ul>	We partner with ECHO Health, Inc. to deliver provider payments. ECHO registration letters will be mailed in June. <p>ECHO</p> <ul style="list-style-type: none"> <li>• <b>Website:</b> <a href="http://echohealthinc.com">echohealthinc.com</a></li> <li>• <b>Phone:</b> 1-888-834-3511</li> </ul> <p>To register for the Electronic Funds Transfer (EFT) with CCA:</p> <ul style="list-style-type: none"> <li>• Enroll with ECHO for payment and choose “EFT” as your payment preference.</li> </ul> <p>ECHO offers three payment options:</p> <ul style="list-style-type: none"> <li>• EFT (preferred)</li> <li>• Virtual Card Payment (QuicRemit) - standard bank/card issuer fees apply*</li> <li>• Paper checks</li> </ul> <p>*Payment processing fees are what you pay your bank and credit card processor for use of payment via credit card.</p> <p><b>Deposits/payments are made weekly. Email notifications will not be sent at the time of transaction.</b></p>	



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Claims Status	<p>Log into the <a href="#">Availity Essentials Provider Portal</a> or call the CCA Provider Services at 1-866-420-9332.</p>	<p>Log in to the new Provider Portal using your email address and password. Click <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a></p> <ul style="list-style-type: none"> <li>• Select Claims &gt; Claims Information &gt; Claims Information and Attachments</li> <li>• <b>Phone:</b> 1-866-420-9332</li> </ul>	
Claims Appeals	<p>If a contracted provider disagrees with CCA's decision of denial or reimbursement of a claim, the contracted provider can file a payment dispute for reconsideration.</p> <p>Contracted providers must complete the Request for Claim Review form and submit requests to: <a href="mailto:ProviderDisputes@CommonwealthCare.org">ProviderDisputes@CommonwealthCare.org</a>.</p> <p>For additional questions, call Provider Services 1-866-420-9332.</p> <p>Additional guidance can be found in the <a href="#">CCA Provider Manual</a>.</p>	<p>The new Provider Portal is the preferred method to submit claims appeals.</p> <p>Log into the new Provider Portal using your email address and password. Click <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a></p> <ul style="list-style-type: none"> <li>• Select Claims &gt; Appeals</li> </ul> <p>Other options include the following:</p> <p><b>Phone:</b> 1-866-420-9332</p> <p><b>Fax:</b> 937-531-2398</p> <p><b>Mail:</b> Commonwealth Care Alliance Attn: Appeals Department P.O. Box 1947 Dayton, OH 45401-1947</p> <p>Additional information can be found in the <a href="#">Provider Manual</a>.</p>	
Obtaining a Remittance Advice	<p>Visit the PaySpan website to download an ANSI 835 ERA.</p> <p>PaySpan Health Support can be reached at: <b>Email:</b> <a href="mailto:providersupport@payspanhealth.com">providersupport@payspanhealth.com</a> <b>Phone:</b> 1-877-331-7154, option #1 <a href="http://payspanhealth.com">payspanhealth.com</a></p>	<p>Log into ECHO at <a href="http://providerpayments.com">providerpayments.com</a>.</p> <p>Click the “Search Type” drop down and choose the appropriate search criteria. The search options below may provide the best results:</p> <ul style="list-style-type: none"> <li>• ECHO Draft Number: this is the payment check number on the Remittance tab on the claim.</li> <li>• Provider ID: the provider’s tax ID number.</li> <li>• Claim Number: CareSource’s claim number.</li> <li>• Input the appropriate information in the “Search Criteria” field.</li> <li>• Click “Search.”</li> <li>• Locate the appropriate payment.</li> <li>• Click “EPP.”</li> </ul>	

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<b>Prior Authorizations</b>			
<b>Authorization Requirements</b>	Visit CCA Provider Forms and Referrals at <a href="http://commonwealthcarealliance.org/ma/providers/forms-and-referrals/">commonwealthcarealliance.org/ma/providers/forms-and-referrals/</a> .	Go to the CCA <a href="#">Provider Forms and Referrals</a> page to view the new <a href="#">Procedure Code Lookup Tool</a> (replacing the CCA Prior Authorization Lists). <ul style="list-style-type: none"> <li>• No log in required</li> <li>• Select the line of business from the drop-down menu</li> </ul>	
<b>For Services and Procedures that Require Prior Authorization</b>	Submit requests via: CCA Provider Portal <a href="http://commonwealthcarealliance.healthtrioconnect.com">commonwealthcarealliance.healthtrioconnect.com</a>  Authorizations <b>Phone:</b> 1-866-420-9332 <b>Fax:</b> 855-341-0720  Check the status of a request in the Provider Portal > Authorizations. <b>Medical Prior Authorization Fax:</b> 855-341-0720 <b>Inpatient/Transition of Care (TOC) Fax:</b> 855-811-3467 <b>Behavioral Health Inpatient NOA Fax:</b> 617-830-0118	Submit requests via: Preferred method: via the new Provider Portal <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a> Select Providers > Prior Authorizations and Notifications <b>Phone:</b> 1-866-420-9332 <b>Fax:</b> 855-341-0720  Check the status of a request in the Provider Portal > Prior Authorizations and Notifications. <b>Inpatient/TOC Fax:</b> 855-341-0720 <b>Mail:</b> Commonwealth Care Alliance Attn: Utilization Management P.O. Box 1307 Dayton, OH 45401	
<b>Vendor Specialty Prior Authorizations</b>	<b>Utilization Management (UM) Phone:</b> 1-855-581-8519 (toll free) <b>UM Fax:</b> 866-872-1378 (toll free)	Turning Point manages prior authorizations for Cardiac and Musculoskeletal Surgical Procedures <b>Phone:</b> 1-855-581-8519 <b>Fax:</b> 855-341-0720 <b>Website:</b> <a href="http://myturningpoint-healthcare.com">myturningpoint-healthcare.com</a>	
<b>Grievances and Appeals</b>	For information about UM Grievances and Appeals, refer to the <a href="#">Provider Manual</a> .	For information about Appeals and Grievances, refer to the <a href="#">Provider Manual</a> .	

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<b>Member Eligibility</b>			
<b>Verify eligibility using one of the following:</b>			
<b>Member Eligibility</b>	MassHealth Provider Online Service Center (POSC): check POSC directly for dual-eligible members.	(Preferred Method) Via the new Provider Portal <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a> . In the left navigation menu, select Member Search > Member Eligibility	
	Visit <a href="http://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf">newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf</a> .	MassHealth Provider Online Service Center (POSC): check POSC directly for dual-eligible members.	
		Visit <a href="http://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf">newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf</a> .	
	Availity Essential Provider Portal: <ul style="list-style-type: none"> <li>• Use Availity to verify CCA member eligibility; supports batch transactions</li> <li>• Portal: <a href="http://apps.availity.com/web/onboarding/availity-fr-ui/?p:lm=1734576594#/login/">apps.availity.com/web/onboarding/availity-fr-ui/?p:lm=1734576594#/login/</a></li> <li>• Availity Client Services 1-800-282-4548 (Monday through Friday, 8 a.m. to 8 p.m., ET)</li> </ul>	Availity Essential Provider Portal: <ul style="list-style-type: none"> <li>• Use Availity to verify CCA member eligibility; supports batch transactions</li> <li>• Portal: <a href="http://apps.availity.com/web/onboarding/availity-fr-ui/?p:lm=1734576594#/login/">apps.availity.com/web/onboarding/availity-fr-ui/?p:lm=1734576594#/login/</a></li> <li>• Availity Client Services 1-800-282-4548 (Monday through Friday, 8 a.m. to 8 p.m., ET)</li> </ul>	
	NEHEN Provider Portal: <a href="http://mytools.gatewayedi.com/nehen">mytools.gatewayedi.com/nehen</a>	NEHEN Provider Portal: <a href="http://mytools.gatewayedi.com/nehen">mytools.gatewayedi.com/nehen</a>	
	CCA Provider Services if Provider Portal is not available, contact CCA directly: <b>Phone:</b> 1-866-420-9332 (Monday, Tuesday, Wednesday, Friday: 8 a.m. to 5 p.m. ET and Thursday: 8:30 a.m. to 5 p.m. ET)	CCA Provider Services if the new Provider Portal is not available, contact CCA directly: <b>Phone:</b> 1-866-420-9332 (Monday, Tuesday, Wednesday, Friday: 8 a.m. to 5 p.m. ET and Thursday: 8:30 a.m. to 5 p.m. ET)	

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<b>Membership Roster (PCP Only)</b>	Log in to the CCA Provider Portal at <a href="http://commonwealthcarealliance.healthtrioconnect.com">commonwealthcarealliance.healthtrioconnect.com</a> to access member/patient rosters. <ul style="list-style-type: none"> <li>Go to the Office Management menu &gt; Member Roster</li> </ul>	Via the new Provider Portal <a href="http://providerportal.CareSource.com/MA">providerportal.CareSource.com/MA</a> <ul style="list-style-type: none"> <li>In the left navigation menu select Member Reports &gt; Provider Membership List</li> </ul>	
<b>Member ID Cards</b>	<b>Current CCA members will NOT receive new cards in 2026.</b>		
	All current CCA members have a 10-digit member ID number beginning with 5.	CCA members will have either a 10-digit or 11-digit ID number. There is no significance to the digit count or leading numbers other than the date they became a CCA member.	
	<b>CCA Senior Care Options</b> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div data-bbox="470 664 1037 1021" style="border: 1px solid black; padding: 10px; width: 48%;">  <p><b>CCA Senior Care Options (HMO D-SNP)</b></p> <p><b>Member Name</b> John Q. Sample</p> <p><b>Member ID</b> 9999999999</p> <p><b>Member Services and 24/7 Nurse Line:</b> 866-610-2273 (TTY 711) ccama.org</p> <p><b>MedicareRx</b> Prescription Drug Coverage RxBIN: <b>004336</b> RxPCN: <b>MEDDADV</b> RxGrp: <b>RX24BE</b> H2225-001</p> </div> <div data-bbox="1121 664 1688 1021" style="border: 1px solid black; padding: 10px; width: 48%;"> <p><b>CCA Senior Care Options is a managed care plan that contracts with both Medicare and MassHealth (Medicaid)</b></p> <p><b>Members:</b> In an emergency, call 911 or go to the nearest emergency room. Please call your PCP or care coordinator as soon as possible.</p> <p><b>MA Behavioral Health Help Line:</b> 833-773-2445 <b>Pharmacy Help Desk:</b> 866-693-4620</p> <p><b>Provider Services:</b> 866-420-9332</p> <p><b>Send claims to:</b> Commonwealth Care Alliance Claims PO Box 3085 Scranton, PA 18505</p> <p><b>Send dental claims to:</b> CCA Claims PO Box 508 Milwaukee, WI 53201</p> </div> </div>		
	<b>CCA One Care</b> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div data-bbox="470 1127 1037 1484" style="border: 1px solid black; padding: 10px; width: 48%;">  <p><b>CCA One Care (HMO D-SNP)</b></p> <p><b>Member Name</b> John Q. Sample</p> <p><b>Member ID</b> 9999999999</p> <p><b>Member Services and 24/7 Nurse Line:</b> 866-610-2273 (TTY 711) ccama.org</p> <p><b>MedicareRx</b> Prescription Drug Coverage RxBIN: <b>004336</b> RxPCN: <b>MEDDADV</b> RxGrp: <b>RX25BP</b> H1486-001</p> </div> <div data-bbox="1121 1127 1688 1484" style="border: 1px solid black; padding: 10px; width: 48%;"> <p><b>CCA One Care is a managed care plan that contracts with both Medicare and MassHealth (Medicaid)</b></p> <p><b>Members:</b> In an emergency, call 911 or go to the nearest emergency room. Please call your PCP or care coordinator as soon as possible.</p> <p><b>MA Behavioral Health Help Line:</b> 833-773-2445 <b>Pharmacy Help Desk:</b> 866-693-4620</p> <p><b>Provider Services:</b> 866-420-9332</p> <p><b>Send claims to:</b> Commonwealth Care Alliance Claims PO Box 3085 Scranton, PA 18505</p> <p><b>Send dental claims to:</b> CCA Claims PO Box 508 Milwaukee, WI 53201</p> </div> </div>		

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<b>Pharmacy</b>			
<b>Pharmacy Network</b>	Review the <a href="#">network finder</a> .	Review the <a href="#">network finder</a> .	✓
<b>Formulary</b>	<p>Please use the links below to access the formulary list on our website.</p> <p>CCA Senior Care Options Formulary</p> <ul style="list-style-type: none"> <li>• <a href="http://commonwealthcarealliance.org/ma/members/senior-care-options/senior-care-options-formulary">commonwealthcarealliance.org/ma/members/senior-care-options/senior-care-options-formulary</a></li> </ul> <p>CCA One Care Formulary</p> <ul style="list-style-type: none"> <li>• <a href="http://commonwealthcarealliance.org/ma/members/one-care-hmo-d-snp/one-care-formulary">commonwealthcarealliance.org/ma/members/one-care-hmo-d-snp/one-care-formulary</a></li> </ul>	<p>Please use the links below to access the formulary list on our website.</p> <p>CCA Senior Care Options Formulary</p> <ul style="list-style-type: none"> <li>• <a href="http://commonwealthcarealliance.org/ma/members/senior-care-options/senior-care-options-formulary">commonwealthcarealliance.org/ma/members/senior-care-options/senior-care-options-formulary</a></li> </ul> <p>CCA One Care Formulary</p> <ul style="list-style-type: none"> <li>• <a href="http://commonwealthcarealliance.org/ma/members/one-care-hmo-d-snp/one-care-formulary">commonwealthcarealliance.org/ma/members/one-care-hmo-d-snp/one-care-formulary</a></li> </ul>	✓
<b>Submitting Part D Claims</b>	Point-of-service pharmacies bill through the Pharmacy Benefit Manager, CVS.		
	<p>CCA Senior Care Options  <b>RxBIN:</b> 004336  <b>RxPCN:</b> MEDDADV  <b>RxGRP:</b> RX24BE</p> <p>CCA One Care Options  <b>RxBIN:</b> 004336  <b>RxPCN:</b> MEDDADV  <b>RxGRP:</b> RX25BP</p>	<p>CCA Senior Care Options  <b>RxBIN:</b> 004336  <b>RxPCN:</b> MEDDADV  <b>RxGRP:</b> RX24BE</p> <p>CCA One Care Options  <b>RxBIN:</b> 004336  <b>RxPCN:</b> MEDDADV  <b>RxGRP:</b> RX25BP</p>	✓
<b>Part D Pharmacy Prior Authorizations</b>	<p><b>Call:</b> 1-855-344-0930</p> <p><b>Fax:</b> 855-633-7673</p> <p><b>Portal:</b> <a href="#">CVS CareMark Portal</a></p>	<p><b>Call:</b> 1-833-251-9739</p> <p><b>Fax:</b> 855-633-7673</p> <p><b>Mail:</b> CVS Caremark  Attn: Part D Appeals and Exceptions  P.O. Box 52000, MC109  Phoenix, AZ 85072-2000</p> <p>For exception forms, visit <a href="http://secureforms.CareSource.com/en/pharmacyexception/">secureforms.CareSource.com/en/pharmacyexception/</a>.</p>	

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<b>Part B Pharmacy Prior Authorizations (Medical Drugs)</b>	<p>Medical Specialty Drug (Part B) Administration EviCore by Evernorth</p> <p><b>Portal:</b> Submit electronic authorization requests to Care Continuum (CCUM) at <a href="http://EviCore.com">EviCore.com</a>.</p> <p><b>Phone:</b> 1-888-933-2653</p> <p><b>Fax:</b> 866-247-5005</p>	<p>Medical Specialty Drug (Part B) Administration EviCore by Evernorth</p> <p><b>Portal:</b> Submit electronic authorization requests to CCUM at <a href="http://EviCore.com">EviCore.com</a>.</p> <p><b>Phone:</b> 1-888-933-2653</p> <p><b>Fax:</b> 866-247-5005</p>	
<b>Part B Pharmacy Grievances &amp; Appeals</b>	<p>Grievance and Appeals should be submitted to CCA.</p> <p><b>Mail:</b> Commonwealth Care Alliance Appeals and Grievances Department 2 Avenue de Lafayette, 5th Floor Boston, MA 02110</p>	<p>CCA Grievance and Appeals should be submitted to CCA.</p> <p><b>Mail:</b> Commonwealth Care Alliance Attn: Part B Appeals Department P.O. Box 1947 Dayton, OH 45401-1947</p> <p><b>Fax:</b> 937-531-2398</p>	
<b>Part D Pharmacy Grievances &amp; Appeals</b>	<p>Part D: Appeals should be submitted to CCA within 65 days upon notice of denial using the <a href="#">Request for Redetermination of Medicare Prescription Drug Denial Form</a>.</p> <p><b>Phone:</b> 1-855-344-0930</p> <p><b>Fax:</b> 855-633-7673</p> <p><b>Mail:</b> CVS Caremark Attn: Part D Appeals and Exceptions P.O. Box 52000, MC109 Phoenix, AZ 85072-2000</p>	<p>Part D: Appeals should be submitted to CCA within 65 days upon notice of denial using the <a href="#">Request for Redetermination of Medicare Prescription Drug Denial Form</a>.</p> <p>Part D: CVS Caremark</p> <p><b>Phone:</b> 1-855-344-0930</p> <p><b>Fax:</b> 855-633-7673</p> <p><b>Mail:</b> CVS Caremark Attn: Part D Appeals and Exceptions P.O. Box 52000, MC109 Phoenix, AZ 85072-2000</p>	

Topic	Information Prior to June 28, 2026	New Information Beginning June 28, 2026	No Change
<b>Vendor Relationships</b>			
<b>Dental</b>	SKYGEN <b>Phone:</b> 1-855-434-9243 <b>Portal:</b> <a href="http://pwp.sciondental.com/PWP/Landing">pwp.sciondental.com/PWP/Landing</a>	SKYGEN <b>Phone:</b> 1-855-434-9243 <b>Portal:</b> <a href="http://pwp.sciondental.com/PWP/Landing">pwp.sciondental.com/PWP/Landing</a>	✓
<b>Vision</b>	EyeMed <b>Senior Care Options Phone:</b> 1-877-493-4588 <b>One Care Phone:</b> 1-877-493-4588 <b>Fax:</b> 1-866-293-7373 <b>Portal:</b> <a href="http://claims.eyemedvisioncare.com/claims/loginForm.emvc">claims.eyemedvisioncare.com/claims/loginForm.emvc</a>	EyeMed <b>Senior Care Options Phone:</b> 1-877-493-4588 <b>One Care Phone:</b> 1-877-493-4588 <b>Fax:</b> 1-866-293-7373 <b>Portal:</b> <a href="http://claims.eyemedvisioncare.com/claims/loginForm.emvc">claims.eyemedvisioncare.com/claims/loginForm.emvc</a>	✓
<b>Hearing</b>	NationsHearing <b>Phone:</b> 1-800-921-4559 <b>Portal:</b> <a href="http://providers.nationshearing.com/">providers.nationshearing.com/</a>	NationsBenefits <b>Phone:</b> 1-877-277-9196 <b>Portal:</b> <a href="http://providers.nationshearing.com">providers.nationshearing.com</a>	
<b>Additional Resources</b>			
<b>Transition Information</b>	Visit <a href="#">Transition Information webpage</a> for easy access to all transition-related resources.		
<b>Fraud, Waste &amp; Abuse (FWA)</b>	<ul style="list-style-type: none"> <li>• <b>Compliance Hotline:</b> 1-844-784-9583</li> <li>• <b>FWA Phone:</b> 1-844-415-1272</li> <li>• <b>FWA Fax:</b> 800-418-0248</li> <li>• <b>FWA Email:</b> <a href="mailto:Fraud@CareSource.com">Fraud@CareSource.com</a></li> <li>• <b>Reporting Portal:</b> <a href="http://CareSource.ethicspoint.com">CareSource.ethicspoint.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Compliance Hotline:</b> 1-844-784-9583</li> <li>• <b>FWA Hotline (NavEx):</b> 1-844-415-1272</li> <li>• <b>FWA Phone:</b> 1-844-415-1272</li> <li>• <b>FWA Fax:</b> 800-418-0248</li> <li>• <b>FWA Email:</b> <a href="mailto:Fraud@CareSource.com">Fraud@CareSource.com</a></li> <li>• <b>Reporting Portal:</b> <a href="http://CareSource.ethicspoint.com">CareSource.ethicspoint.com</a></li> </ul>	✓
<b>Find A Doctor</b>	Visit: <a href="http://commonwealthcarealliance.org/ma/">commonwealthcarealliance.org/ma/</a> , then select “Find a Provider.”	Visit: <a href="http://findadoctor.CareSource.com">findadoctor.CareSource.com</a>	