

# Provider Portal Solutions



## Tools You Need to Save You Time

At Commonwealth Care Alliance® (CCA) we make it easier for you to do business with us – 24 hours a day, seven days a week with our free, secure Provider Portal.

## Time-Saving Benefits of the Provider Portal:

- **Member Eligibility & Termination** – Multiple member eligibility look-up for up to 24 months and member termination, if applicable.
- **Claims Information** – Check claim status, submit claims and necessary attachments; submit and check status of claim disputes and appeals.
- **Coordination of Benefits** – Confirm coordination of benefits for patients.
- **Payment History** – Search for payments by check number or claim number.
- **Explanation of Payment** – Access from the secure portal with the option to print.
- **Prior Authorization** – Medical inpatient/outpatient, specialty pharmacy, and prior authorization warning messages to verify accuracy.
- **Care Treatment Plans** – Easily provide input into your patients' care plans and consult with care coordinators.
- **Care Coordination Referrals** – Automated care coordination forms for efficient enrollment.
- **Member Profile** – Comprehensive view of patient medical/pharmacy utilization.
- **Clinical Practice Registry** – Innovative online tool showing health partners when members are in need of tests or services; filter data to show preventive health opportunities.
- **Resources** – Access training modules that help navigate portal functionalities.

## Easy to Access

Our Provider Portal is free, secure, and easy to use.

- Visit **CommonwealthCareAlliance.org** and click **Provider Portal**.
- Enter your username and password and click **Log in**.

## Four easy steps to register for the Provider Portal:

- 1 ▶ Click **Register** to establish your account by creating your username and password.
- 2 ▶ For added security, set up multi-factor authentication.
- 3 ▶ To connect your account, you will need your Provider Name, Federal Tax ID (TIN), Provider ID, and ZIP Code.
- 4 ▶ Review and accept the Agreement.

To learn more, please review the Transition Guide, which is available on the provider page of our website at **CommonwealthCareAlliance.org** under **Transition Information**.

