



Network Notification

Notice: May 27, 2026

To: Senior Care Options and One Care Providers

From: Commonwealth Care Alliance® (CCA)

Subject: CCA in Partnership with BetterDoctor to Ensure Accurate Provider Directory Information

Summary

Accurate provider directory information plays an important role in helping members access care and in meeting federal regulatory requirements. To support this process, CCA is partnering with **Quest Analytics**, using its **BetterDoctor** platform to verify provider directory data.

Keeping your information current ensures CCA members can find you easily and supports compliance with the **No Surprises Act**. Federal regulations require health plans to verify provider directory information at least every **90 days**. Providers and facilities are expected to review and confirm their information with participating health plans. When information is not verified, health plans are required to remove providers from their directories until confirmation is received.

What providers can expect

- Outreach from BetterDoctor approximately every 90 days by fax, mail, email, and/or phone.
- A request to review current directory information to confirm accuracy or submit updates.
- Groups with 20+ providers, or 5+ facility locations, have the option of submitting rosters instead, further streamlining the verification process.
- Verified updates shared with CCA and reflected in our systems.
- As a reminder, providers should regularly submit data updates directly to CCA, as described in the [CCA Provider Manual](#).

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).

Thank you for your continued partnership in maintaining accurate provider information and supporting member access to care.

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