

Quick Reference Guide



This quick start guide will help answer some basic questions about working with our Commonwealth Care Alliance® (CCA) One Care (HMO D-SNP) and Commonwealth Care Alliance® Senior Care Options (HMO D-SNP) plans.

Contact Information

	Commonwealth Care Alliance® One Care (HMO D-SNP)	Commonwealth Care Alliance® Senior Care Options (HMO D-SNP)
Provider Services	1-866-420-9332 Weekdays, excluding Thursdays, 8 a.m. to 5 p.m. Eastern Time (ET) and Thursdays, 8:30 a.m. to 5 p.m. ET	
Website	CommonwealthCareAlliance.org	
Provider Portal	providerportal.CareSource.com/MA	
Utilization Management (UM)	1-866-420-9332	
Claims Inquiries	1-866-420-9332	
Check Claims Status	Provider Portal	
Find a Doctor/Provider	findadoctor.caresource.com	


Referring Patients

Providers should only refer CCA patients to in-network providers. This includes laboratory services. Go to our Find a Doctor tool to locate an in-network provider. For questions, please contact our Provider Services team.

CCA Member ID Cards

Check eligibility every time a patient receives care.

One Care (HMO D-SNP)



CCA One Care (HMO D-SNP)

Member Name
John Q. Sample

Member ID
999999999


Member Services and 24/7 Nurse Line:
866-610-2273 (TTY 711)
ccama.org

MedicareRx
Prescription Drug Coverage

RxBIN: **004336**
RxPCN: **MEDDADV**
RxGrp: **RX25BP**

H1486-001

Senior Care Options (HMO D-SNP)



CCA Senior Care Options (HMO D-SNP)

Member Name
John Q. Sample

Member ID
999999999

Member Services and 24/7 Nurse Line:
866-610-2273 (TTY 711)
ccama.org

MedicareRx
Prescription Drug Coverage

RxBIN: **004336**
RxPCN: **MEDDADV**
RxGrp: **RX24BE**

H2225-001

CCA One Care is a managed care plan that contracts with both Medicare and MassHealth (Medicaid)

Members: In an emergency, call 911 or go to the nearest emergency room. Please call your PCP or care coordinator as soon as possible.

MA Behavioral Health Help Line: 833-773-2445

Pharmacy Help Desk: 866-693-4620

Provider Services: 866-420-9332

Send claims to:
Commonwealth Care Alliance Claims
PO Box 3085
Scranton, PA 18505

Send dental claims to:
CCA Claims
PO Box 508
Milwaukee, WI 53201

CCA Senior Care Options is a managed care plan that contracts with both Medicare and MassHealth (Medicaid)

Members: In an emergency, call 911 or go to the nearest emergency room. Please call your PCP or care coordinator as soon as possible.

MA Behavioral Health Help Line: 833-773-2445

Pharmacy Help Desk: 866-693-4620

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PO Box 508
Milwaukee, WI 53201

Provider Portal

Our Provider Portal is free, secure and easy to use. Visit CommonwealthCareAlliance.org and click “Provider Portal.”

Electronic Claim Submissions

CCA encourages providers to submit claims electronically through our Electronic Data Interchange (EDI), ECHO Health, for efficient processing.

ECHO Health

Enroll with ECHO for electronic funds transfer (EFT) payment: Complete the enrollment form found at CommonwealthCareAlliance.org > Forms and Referrals. Fax, email, or mail it back to ECHO Health, Inc.

EDI Payer ID: A2793

Timely Filing:

- In-network providers – 90 days
- Out-of-network providers – 365 days

You can also submit claims through our Provider Portal or mail paper claims to:

Commonwealth Care Alliance
Attn: Claims Department
P.O. Box 1127
Dayton, OH 45401

Services that Require Prior Authorization

Prior authorization requirements by service type may be found by using our searchable [Procedure Code Lookup Tool](#).

Information about our prior authorization process can be found on CommonwealthCareAlliance.org.

Provider Manual

Please review the Provider Manual found on CommonwealthCareAlliance.org > For Providers > Provider Manual.