

Commonwealth Care Alliance
2 Avenue de Lafayette, 5th Floor
Boston, MA 02110



<Provider Name>
<Provider address>
<City, state zip>



Important Information

<Today's Date>

Dear Valued Provider Partner:

Thank you for participating with Commonwealth Care Alliance® (CCA). As we move forward with our partnership with CareSource, we are excited about the opportunities ahead to better serve members and providers in Massachusetts. CCA is dedicated to continuing to provide you with the best service and support possible. Our goal is to be a *Partner with Purpose!*

On Demand Support

Please visit our provider website at CommonwealthCareAlliance.org/ma/providers. The Transition Information quick link on our website includes materials that you may find helpful.

Provider Service Center

Our Provider Service Representatives are available to assist you with your administrative needs. Our Provider Service Center can assist you with:

- Verifying member eligibility and benefit limits
- Requesting prior authorizations or finding a specialist
- Arranging interpretation services for a member
- Answering any questions!

Provider Services Phone Number: 1-866-420-9332

CCA Provider Services is available Monday, Tuesday, Wednesday, and Friday 8 a.m. to 5 p.m. Eastern Time (ET) and Thursday 8:30 a.m. to 5 p.m. ET.

Thank you for continuing to partner with us. We know great health care begins with you!

Important Action

Below is the information we currently have in our system:

You are registered as a/an:

<Individual/Group>

Federal Tax ID Number (TIN):

<Provider TIN>

Group Tax ID Number:

<Group TIN>

NPI Number:

<Provider NPI>

CareSource Provider ID/Billing Number:

<Provider Facets ID>

Please share this information with registration, prior authorization, claims and billing departments, and staff for your organization. This information will be needed to register for the new Provider Portal. If any of this information is not correct, please call Provider Services as soon as possible.

To ensure continued accurate and prompt payment of your claims, submissions should include your:

- Federal tax ID number (TIN)
- National Provider Identifier (NPI)

New Provider Portal

Tools You Need to Save You Time

A benefit of our new CareSource partnership is enhanced Provider Portal functionality. In addition to the options you are used to, through our new Provider Portal, you can update care coordination and service plans as well as view member gaps in care.



Register early for read-only access to the CareSource Provider Portal beginning June 12, 2026

Our Provider Portal is a secure internet-based website available to all registered providers. Through this site, you may access member eligibility and claim status – including requesting a reconsideration/appeal, submitting authorizations, checking participating providers, and downloading frequently used forms. The CCA portal will no longer be available after June 28, 2026.

For more information on our new Provider Portal, visit CommonwealthCareAlliance.org/ma/providers and click on Transition Information. As always, if you have any questions while completing this registration, please reach out to our team at 1-866-420-9332.

Transition Support

We are offering transition orientation opportunities and support materials. The goal of transition orientation is to prepare providers for the operational changes associated with this new partnership while ensuring you have the tools and information needed to continue providing seamless, high-quality care to our members.

Visit the Transition Information quick link on our current website CommonwealthCareAlliance.org/ma/providers for transition support information and materials including:

- Transition Guide
- Provider Portal Training
- Transition Orientation
- Updated Provider Manual

CCA is committed to supporting your efforts to serve our members, and we appreciate your participation with our health plan. If you have questions, please call our Provider Service Center.

Thank you.

Sincerely,

Commonwealth Care Alliance

Easy to Access

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

Three easy steps to register for the portal:

- 1 Click “Sign Up” to establish your account by creating your username and password.*
- 2 For added security, set up the multi-factor authentication method you would like to use. To connect your account, you will need information provided in this letter including your Provider Name, Tax ID, Provider ID/Billing Number (provided on front side of this page), and your ZIP code.
- 3 Review and accept the agreement.

**Please note that your first registered account will become the account Administrator and may add additional users.*

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