



Network Notification

Notice Date: May 11, 2026
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance® (CCA)
Subject: Register for a Transition Orientation Session

Summary

Thank you for being a valued member of the Commonwealth Care Alliance® (CCA) provider network. As shared in our recent transition announcement, CCA, in partnership with CareSource, will be implementing new systems, tools, and processes beginning June 28, 2026.

Impact

To support a smooth transition for you and uninterrupted service for our members, we are offering transition orientation sessions for providers throughout June and July. All sessions will be virtual and hosted via Microsoft Teams. These sessions will prepare you for transition-related updates, including key operational workflows, provider support resources, and key process changes that will help us continue to deliver high-quality service together. Please make attending one of these sessions a priority.

How to Register

Registration is quick and easy. Virtual session options are available for your convenience. Visit the [CCA Provider Homepage](#) and go to Transition Information > Transition Orientation, and complete the [Registration Form](#) to select a session time that works for you.

Date	Time
June 16, 2026	12 – 12:45 p.m. Eastern Time (ET)
June 25, 2026	12 – 12:45 p.m. ET
July 7, 2026	12 – 12:45 p.m. ET
July 21, 2026	12 – 12:45 p.m. ET

Questions?

For more information, please contact CCA Provider Services at **1-866-420-9332**. Hours of availability are 8 a.m. to 5 p.m. ET, Monday through Wednesday and Friday, and on Thursdays from 8:30 a.m. to 5 p.m. ET.

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