



<Date>

<Provider First Name> <Provider Last Name>

<Group Name>

<Address1>

<Address2>

<City>, <State> <ZIP>

Dear Provider Partner,

We are writing to share important updates about Commonwealth Care Alliance® (CCA) and our partnership with CareSource, a nationally recognized, nonprofit managed care organization. Effective **June 28, 2026**, CareSource will provide operational support for Commonwealth Care Alliance® One Care (HMO D-SNP) and Commonwealth Care Alliance® Senior Care Options (HMO D-SNP) plans.

What Is Changing on June 28, 2026

- **Operational Support:** CareSource will support key administrative and provider-facing functions for CCA's plans.
- **Provider Portal:** Providers will use the new Provider Portal for secure online services, including eligibility and benefits, care coordination tools, and more.
- **Process Updates:** As operations are integrated, some submission pathways and processes will change, including certain portal workflows, fax and mail addresses, and payment-related processes. To learn more, visit the *Transition Information* tab on the *Provider* page of our website at CommonwealthCareAlliance.org.

What Is Not Changing

- Members will remain enrolled in CCA plans.
- Your current CCA contract terms are expected to remain in effect, unless you are notified otherwise through standard contracting communications.
- Member access to covered services and care coordination will continue, with an emphasis on supporting individuals with complex needs.

What You Need to Do Now

- Register for a "Transition Orientation Presentation" by visiting the provider page of our website at CommonwealthCareAlliance.org and selecting *Transition Information*. You can select from the following dates/times:

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

- Watch for your Welcome Letter, which will include the new Provider Portal registration instructions and your new CareSource provider ID/billing number.

- Visit the provider page at CommonwealthCareAlliance.org for additional transition information and support materials.
- After June 12, 2026, complete registration for read-only access to the new Provider Portal.
- Beginning June 28, 2026, expanded portal functionality will be available.
- Continue to follow your current processes through June 27, 2026. Beginning June 28, 2026, follow updated instructions provided by CareSource/CCA.

Our goal is to make this transition as seamless as possible for you and the members you serve. If you have questions or need assistance, please contact CCA Provider Services at **1-866-420-9332** available Monday, Tuesday, Wednesday, and Friday 8 a.m. to 5 p.m. ET and Thursday 8:30 a.m. to 5 p.m. ET.

Thank you for your continued partnership and the care you provide for our members. CCA and CareSource are committed to supporting your efforts to serve our members, and we appreciate your participation in our health plans.

Sincerely,

Commonwealth Care Alliance and CareSource

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