



# Network Notification

**Notice Date:** May 28, 2026  
**To:** Senior Care Options and One Care Providers  
**From:** Commonwealth Care Alliance® (CCA)  
**Subject:** Medical Record Review  
**Effective Date:** June 1, 2026

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## Summary

CCA conducts annual chart reviews on members enrolled in our One Care and Senior Care Options (SCO) plans. Medical record reviews help us confirm the accuracy of diagnoses that have been submitted on a claim during the service date range in question. Conditions that are actively treated or may impact a member's care should be documented in the medical record and reported on a claim at least once each calendar year.

We are reaching out as a courtesy to make you aware that we are beginning outreach for medical records for our next review. Outreach regarding this review may come directly from a CCA representative or through one of our trusted vendor partners. If selected, you will receive a list of CCA members for whom medical records are requested, along with instructions for submission and key points of contact.

If you are a contracted provider in the CCA network, you are required to participate in the chart review process by submitting the requested medical records. We appreciate your partnership in supporting this effort. For additional information, please refer to your provider contract and the CCA Provider Manual available at <https://www.commonwealthcarealliance.org/ma/providers/provider-manual-home/>.

## Questions?

If you have additional questions, please see our [Frequently Asked 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 partnership and for the care you provide for our members.

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