



Network Notification

Notice Date: August 11, 2026
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance® (CCA)
Subject: Important Reminder: Do Not Bill CCA Senior Care Options or CCA One Care Members for Contractual Obligation Adjustments

Summary

Commonwealth Care Alliance® (CCA) is sharing this reminder to help providers review Explanation of Payment (EOP) and Electronic Remittance Advice (ERA) information for members enrolled in Commonwealth Care Alliance® Senior Care Options (HMO D-SNP) and Commonwealth Care Alliance® One Care (HMO D-SNP).

CCA's EOP and ERA show Medicare and Medicaid determinations separately and include Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) at the claim-line level. If a claim line includes Claim Adjustment Group Code (CAGC) Contractual Obligation (CO) or an Other Adjustment (OA), the amount is not the member's responsibility and should be treated as a contractual write-off.

What providers should do

- Review the EOP or ERA at the claim-line level to understand how Medicare and Medicaid determinations, CARCs, and RARCs were applied.
- If a claim line includes CO, record the amount as a contractual adjustment/write-off.
- Do not balance bill the member, transfer the amount to patient liability, issue a patient statement, or otherwise pursue payment from the member.

For more information, please refer to the [Explanation of Payment \(EOP\) and Electronic Remittance Advice \(ERA\) Guide](#).

Questions?

For more information, contact Provider Services at **1-866-420-9332**. Hours are Monday through Wednesday and Friday, 8:00 a.m. to 5:00 p.m. Eastern Time (ET), and Thursday, 8:30 a.m. to 5:00 p.m. ET.

Thank you for your continued partnership and for your help ensuring members are billed correctly.

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