



Network Notification

Notice Date: September 2, 2026
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance® (CCA)
Subject: Submission Requirements for Uniform Itemized Bills

Summary

CCA is committed to accurate and efficient claims processing. To support timely claim review and avoid processing delays, all **Itemized Bills** must comply with the requirements outlined below. Compliance helps avoid processing delays and supports timely claim review.

Submission Requirements

Format

Submit itemized bills in **text-only format** (PDFs and excel documents). Do not submit word images, screenshots, scans, or handwritten documents. Use **MM/DD/YYYY** for all dates (e.g., 01/15/2026).

Required Information

Include the member's name, claim ID, dates of service ("from" and "to" dates), and total charges.

Itemized Bill Structure

Present billing details in the following header order: Date, Revenue Code (Rev), Current Procedural Terminology (CPT) Code, Description, Quantity (Qty), and Charges. List revenue codes and CPT codes in separate columns. Charges must reconcile at the claim level and within each revenue code grouping.

Important Notice

Noncompliance may result in processing delays, requests for corrected documentation, or claim denial if discrepancies cannot be resolved. Thank you for your continued cooperation and for helping us maintain efficient claims processing.

Questions?

If you have questions, please contact CCA Provider Services at 1-866-420-9332. Hours of availability are 8 a.m. to 5 p.m. Eastern Time (ET), Monday through Wednesday and Friday, and Thursdays from 8:30 a.m. to 5 p.m. ET.

Thank you for your partnership and for the care you provide for our members.

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