Network Notification

Notice Date:	October 22, 2026
To:	Senior Care Options and One Care Providers
From:	Commonwealth Care Alliance® (CCA)
Subject:	Update to Expired Payment Reissue Process
Effective Date:	December 1, 2026

Summary

ECHO Health currently issues payments on behalf of Commonwealth Care Alliance® (CCA). Beginning December 1, 2026, ECHO Health will also reissue expired payments **upon request**. Please note, payments outstanding for six months or more are considered "expired."

Impact

Providers should submit requests to reissue expired payments directly to ECHO Health using one of the methods below:

Email: escheatments@echohealthinc.com

Mail: ECHO Health, Inc.
810 Sharon Drive
Westlake, OH 44145

Fax: 1-440-835-5656

Questions?

Please contact Provider Services at 1-866-420-9332, available weekdays excluding Thursday, 8 a.m. to 5 p.m. Eastern Time (ET) and Thursdays, 8:30 a.m. to 5 p.m. ET.

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