



**Claims Submission and Processing FAQ**  
**May 20, 2024**

**Q: What is changing?**

A: Effective June 1, 2024, Commonwealth Care Alliance, Inc. (CCA) will start processing and providing support for claims with dates of service prior to April 1, 2023. Any remaining PCG claims will be transferred to CCA.

**Q: Who should I contact for questions regarding claims with dates of service prior to April 1, 2023?**

A: Starting June 1, 2024, please contact the CCA Provider Services department at (866) 420-9332 for questions related to claims with dates of service prior to April 1, 2023.

**Q: Where should I mail claims for dates of service prior to April 1, 2023?**

A: Paper claims for dates of service up through March 31, 2023, should be mailed to:  
Commonwealth Care Alliance, Inc.  
Attn: Claims Department  
2 Avenue de Lafayette  
5th Floor  
Boston, MA 02111

Please adhere to the timely filing requirements as indicated in the CCA Provider Manual, Section 6 (Claims and Billing Procedures) and your contract with CCA.

**Q: Where should providers send disputes and appeals for claims with dates of service prior to April 1, 2023?**

A: Disputes and appeals for dates of service rendered through March 31, 2023, should be directed to:  
Commonwealth Care Alliance, Inc.  
Attn: Payment Disputes and Appeals  
2 Avenue de Lafayette  
5th Floor  
Boston, MA 02111

Please adhere to the appeals and dispute process and timeline as outlined in the CCA Provider Manual.

**Q: Will I still have access to EZ-NET and QicLink?**

A: No. As of June 1, 2024, providers will no longer have access to the EZNET and QicLink systems. For assistance with claims prior to April 1, 2023, please contact CCA Provider Services at (866) 420-9332, available 8:00 am to 6:00 pm, Monday through Friday.



**Q: Will CCA accept EDI transactions for claims with dates of services prior to April 1, 2023?**

A: No. For dates of service rendered before April 1, 2023, providers must submit paper claims. CCA will not accept EDI transactions for these claims after March 31, 2023.

Please adhere to the timely filing requirements as indicated in the CCA Provider Manual, Section 6 (Claims and Billing Procedures) and your contract with CCA.

**Q: Do I need to notify my billing agency and clearinghouse?**

A: Yes. Please notify your clearinghouse and billing agency about these changes to ensure compliance with the new claims submission processes.

Please adhere to the timely filing requirements as indicated in the CCA Provider Manual, Section 6 (Claims and Billing Procedures) and your contract with CCA

**Q: Will the transition impact claims submission for dates of service from April 1, 2023, and onward?**

A: No. Please continue to submit claims for dates of service from April 1, 2023, and onward through the Availity portal or your clearinghouse, just as you do today

**Q: Where can I find additional information?**

A: Please refer to the CCA Provider Manual, the Claims Transformation Resource Guide, and the Provider Updates section of the “Welcome CCA providers” section on the CCA website (<https://www.commonwealthcarealliance.org/ma/providers/>) .