



<insert date>

<recipient's name>

<recipient's address line 1>

<recipient's address line 2>

June XX, 2024

Dear <provider name>,

At Commonwealth Care Alliance (CCA) our goal is to provide the most seamless, efficient claims process for our provider network. The purpose of this letter is to provide you with advance notice that effective **<INSERT GO-LIVE DATE>** we will be turning on a series of industry-standard claims edits consistent with our existing payment policies.

The activation of these claims edits is a key step in ensuring that claims are processed accurately, reducing the need for revisions or delays in reimbursements. These updates ensure that CCA continues to process claims in compliance with regulatory standards. As usual, CCA will continue to adhere to current standard claims edits to follow coding and billing regulations, policies and guidelines from MassHealth and the Centers for Medicare & Medicaid Services (CMS).

For specific questions about claims edits, please reference our payment policies on the CCA website: <https://bit.ly/3KJriaH>.

As always, if you have questions or concerns, please don't hesitate to reach out to our Provider Services team for assistance: 866-420-9332, 8:00 am to 6:00 pm, Monday through Friday. We also welcome your feedback on how we can best support you. Thank you for your valued partnership in caring for the populations we serve.

Sincerely,

A handwritten signature in black ink that reads 'Erik Helms'.

Erik Helms
SVP, Provider Contracting & Performance