



August 30, 2024

Dear valued provider,

At Commonwealth Care Alliance (CCA) our goal is to provide the most seamless, efficient claims processes for our provider network. The purpose of this letter is to provide you with advance notice that effective **November 4, 2024**, Zelis Healthcare (Zelis) will begin performing targeted prepayment reviews for claims submitted by our provider network.

This new initiative is a key step in ensuring that claims are processed accurately and to reduce the need for revisions or delays in reimbursements. It also ensures that CCA continues to process claims in compliance with national and state regulatory standards. As part of this effort, we have partnered with Zelis to assist with performing prepayment claim reviews against these standards.

Zelis will perform periodic reviews of itemized bills, medical records, or other pertinent patient encounter documentation to verify the charges are billed against the appropriate coding, clinical validation, and diagnosis related group (DRG) assignment for reimbursement.

Please note that Zelis is a “business associate” of CCA and as such is provided the same rights and obligations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as CCA to receive and safeguard protected health information (PHI).

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 a.m. to 6:00 p.m., 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