

Provider Notice

Date: November 04, 2024

To: Community Care Plan Providers

RE: Claim Submission Issue for MMA Claims

We want to inform you of a recent issue impacting MMA claim submissions. In mid-September, Availity inadvertently activated an eligibility-based edit for our MMA payor ID (59065), causing certain claim submissions to be rejected based on eligibility status.

Availity has confirmed that this edit has now been disabled, and their team is actively working to resubmit all affected claims. If the rejected claim was for an MMA member, no action is required from providers at this time. We will keep you updated as we receive further updates from Availity on their progress.

As a reminder, please ensure that you are submitting claims with the correct Availity Payor ID based on the specific line of business. To find the Availity Payor IDs for each line of business and for additional billing and claims information, please visit our website:
<https://ccpcares.org/Providers/Resources/BillingClaims>.

Thank you for your understanding and patience as this matter is resolved.

If you have any questions, please reach out to our Provider Operations Hotline at 1 (855) 819-9506 or email us CCP.PROVIDER@ccpcares.org