



Dear Commonwealth Care Alliance Provider:

Welcome to the Commonwealth Care Alliance provider manual.

Commonwealth Care Alliance is committed to partnering with providers to ensure our members receive the highest quality coordinated care possible, and we have designed this administrative resource to provide you with comprehensive information about our plan. In addition to detailed Commonwealth Care Alliance program information, you will find our policies and procedures, referral and claim information, and other useful reference materials that we hope will make working with Commonwealth Care Alliance staff and members as simple as possible.

Commonwealth Care Alliance members are encouraged to be active participants in their health care. When members enroll in Commonwealth Care Alliance, they receive an *Evidence of Coverage* booklet, which outlines the terms of benefits. Copies of the *Evidence of Coverage* may be obtained by contacting the Commonwealth Care Alliance Member Services Team at 1-866-610-2273.

If you have any questions regarding the information in this provider manual, please call me at (617) 426-0600 extension 254.

Sincerely,

A handwritten signature in black ink that reads "Diane Ryberg". The signature is written in a cursive style with a long, sweeping tail on the letter "g".

Diane Ryberg
Manager, Provider Network Management