



SPECIAL EDITION NEWSLETTER - DECEMBER 2, 2025

Partners in Compassionate Care:

We collaborate with many different providers to deliver personalized, high-quality healthcare seamlessly for our Medicare residents.



Partner News!

Need to know:

CCA Website:

<https://communicare-advantage.com/>

Provider Services:

ISNP/CSNP/MAPD
(855) 969-5861

Submit Claims to:

EDI #34525
Clearinghouse: SSI Claimsnet

Provider Portal:

<https://ccaprovider.prod.healthaxis.net/login>

Required Annual Model of Care Training:

<https://communicare-advantage.com/resources/#provider-resources>

Medicare:

<https://www.medicare.gov/>

Easier to Use Prior Authorization Form

Reduced ~75%

Effective January 1, 2026, please begin using the updated **Request for Authorization of Services** form. The list of services requiring prior authorization has been shortened ~75%!

We have streamlined, simplified, and reduced our prior authorization requirements to help our members receive care more quickly and to minimize administrative burdens on providers. Eliminating unnecessary prior authorizations can help us work together to create a better system of health.

The ISNP and CSNP prior auth forms are attached to the email from which you received this newsletter. There is no updated prior auth form for CSNP/MAPD, because MAPD Emerald and Sapphire plans will not be offered in 2026.

On January 1, these updated prior auth forms will be on the CCA website: <https://communicare-advantage.com/resources/#provider-resources>

Please contact your Contracting & Provider Relations Manager if you have questions.

Stay tuned for 2026 member benefit information in an upcoming newsletter!

Your Partners at CommuniCare Advantage

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Email Support

- **Sales Team:** ISNPsales@chs-corp.com
 - > Enrollment applications
 - > SNF to SNF transfer requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
 - > Hospice notification
- **ISNP Disenrollment:** ISNPdisenrollment@chs-corp.com
 - > Disenrollment requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
- **ISNP Referral:** ISNPPreferral@chs-corp.com
 - > For facilities to send referrals to the health plan
- **Compliance:**
healthplan-compliance@chs-corp.com
- **Utilization Management Team:**
um@communicare-advantage.com

Phone Support

- **Provider Services:** (855) 969-5861 (thru 12/31/2025)
- **Appeals/Grievances:** (855) 969-5861 (thru 12/31/2025)

