



Provider Notice

Date: November 7, 2024

To: All Community Care Plan Providers

RE: Remittance Advice (RA) Transmission Issue and Resolution

We want to inform you of a recent issue affecting the transmission of Remittance Advice (RA) files that began on October 21, 2024. A high volume of files processed through Availity returned errors and failed to transmit successfully.

Our Health IT department has implemented a fix to resolve this issue, and normal transmission has resumed. We are now in the process of recreating and retransmitting any rejected 835 files generated on or after October 21, 2024. All affected files are expected to be regenerated by November 8, 2024.

Please note you may receive duplicate RA files as part of this retransmission process; if so, you may disregard them.

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