

### Important Contact Information

<b>Provider Service Center</b>	888-566-0008
<b>Member Services Department</b>	888-566-0010 (MassHealth) 855-833-8120 (Clarity plans) 855-833-8125 (Senior Care Options)
<b>Care Management</b>	866-853-5241
<b>Nurse Advice Line</b> , 24 hours/day, 7 days/week.	800-973-6273 (MassHealth) 866-763-4695 (Clarity plans)
<b>Deaf and Hearing Impaired line</b>	711
<b>Web-Based Pharmacy services</b> Benefits and Preferred Drug List (PDL), forms and prior authorization process	The pharmacy section at <a href="https://wellsense.org">wellsense.org</a>
<b>WellSense's Quality Management Department</b> Providers are required to report a serious reportable event or adverse incident related to a WellSense member:  To report a behavioral health adverse incident:	617-478-3704  866-444-5155
<b>MassHealth</b>	Visit <a href="https://mass.gov/eohhs">mass.gov/eohhs</a>

### Services Managed by Our Partners

Partner	Type of Service	Contact Information
<b>Express Scripts, Inc.</b>	Outpatient Pharmacy Services including prescription drug benefits	<ul style="list-style-type: none"> <li>Submit medication coverage requests online via an ePA portal; <a href="#">Surescripts</a>, <a href="#">CoverMyMeds</a>, or <a href="#">ExpressPath</a></li> <li>Call 800-566-0010 (TTY 711)</li> <li>Visit our Pharmacy section at <a href="https://wellsense.org">wellsense.org</a></li> </ul>
<b>Cornerstone Health Solutions</b>	Mail Order Pharmacy	<ul style="list-style-type: none"> <li>Call 844-319-7588 or TTY 711</li> <li>Fax 781-805-8221</li> <li>Visit <a href="https://wellsense.org">wellsense.org</a></li> <li>Mail <a href="mailto:CornerstoneMailOrderPharmacy@bmc.org">CornerstoneMailOrderPharmacy@bmc.org</a></li> </ul>

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<p><b>Cornerstone Health Solutions</b></p> <p><b>ACO Partner Specialty Pharmacies:</b></p> <ul style="list-style-type: none"> <li>• BILH Specialty Pharmacy</li> <li>• Boston Children’s Pharmacy</li> <li>• EBNHC Maverick Specialty Pharmacy</li> <li>• Signature HealthCare Pharmacy</li> <li>• Tufts Medicine Pharmacy</li> </ul>	<p>Specialty Pharmacy</p>	<p><b>Cornerstone Health Solutions</b></p> <ul style="list-style-type: none"> <li>• Call 1-844-319-7588 or TTY 711</li> <li>• Fax 1-781-805-8221</li> <li>• Visit <a href="http://wellsense.org">wellsense.org</a></li> </ul> <p><b>ACO Partner Specialty Pharmacies</b> (available for MA Medicaid ONLY):</p> <ul style="list-style-type: none"> <li>• BILH Specialty Pharmacy: call 781-352-6600</li> <li>• Boston Children’s Pharmacy: call 617-919-5330</li> <li>• EBNHC Maverick Specialty Pharmacy: call 617-568-4781</li> <li>• Signature HealthCare Pharmacy: call 508-894-0399</li> <li>• Tufts Medicine Pharmacy: call 866-918-6848</li> <li>• Visit the pharmacy section at <a href="http://wellsense.org">wellsense.org</a></li> </ul>
<p><b>Carelon Behavioral Health</b></p>	<p>Mental Health and Substance Abuse Services</p> <p>Including inpatient hospitalizations and outpatient counseling</p>	<ul style="list-style-type: none"> <li>• Provider line: 866-444-5155</li> <li>• Contracting and Provider Relations: 781-994-7556</li> <li>• MassHealth: 888-217-3501</li> <li>• Clarity plans: 877-957-5600</li> <li>• Senior Care Options: 855-833-8125</li> <li>• TTY/TDD: 711</li> <li>• Visit <a href="http://carelonbehavioralhealth.org">carelonbehavioralhealth.org</a>, or <a href="http://wellsense.org">wellsense.org</a></li> </ul>
<p><b>Northwood, Inc. (NW)</b></p>	<p>Durable Medical Equipment</p>	<ul style="list-style-type: none"> <li>• Call 866-802-6471</li> <li>• Fax 877-552-6551</li> <li>• Visit <a href="http://northwoodinc.com">northwoodinc.com</a></li> <li>• Email <a href="mailto:provideraffairs@northwoodinc.com">provideraffairs@northwoodinc.com</a></li> <li>• Write to P.O. Box 510, Warren, MI, 48090</li> </ul>
<p><b>eviCore healthcare, Inc.</b> (formerly known as MedSolutions)</p>	<p>Advanced Elective Radiology</p> <p>Genetic Testing &amp; Musculoskeletal (MSK)</p>	<ul style="list-style-type: none"> <li>• Call 888-693-3211</li> <li>• Fax 888-693-3210</li> <li>• Visit <a href="http://www.evicore.com">www.evicore.com</a></li> <li>• Call 844-725-4448</li> <li>• Fax 855-744-1319</li> <li>• Visit <a href="http://www.evicore.com">www.evicore.com</a></li> </ul>
<p><b>WellSense Transportation Line</b></p>	<p>Non-Emergent Transportation Services</p>	<ul style="list-style-type: none"> <li>• Call 855-833-8125 (For SCO members only)</li> <li>• See Evidence of Coverage at <a href="http://wellsense.org">wellsense.org</a></li> </ul>

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## DentaQuest

Preventive Dental Services (SCO members only)

- Call Provider Services: 844-234-9829
- Claims/Payment Issues – Fax 262-241-7379
- Claims to be Processed – Fax 262-834-3589
- All Other Inquiries – Fax 262-834-3450
- Claims Questions – Email [denclaims@dentaquest.com](mailto:denclaims@dentaquest.com)
- Visit [dentaquest.com](http://dentaquest.com)

## Claims, Appeals and Authorizations

**Claims Submissions** (re: Northwood, VSP, Beacon, see Section 9 of Provider Manual)

<b>Provider Service Center</b>	888-566-0008
<b>Electronic Claims</b>	<ul style="list-style-type: none"> <li>• Submit via our Provider Portal at <a href="http://wellsense.org">wellsense.org</a> or electronically through Trizetto or NEHEN (New England Healthcare EDI Network)</li> <li>• For additional information, refer to our <a href="#">EDI Claims Companion Guide</a></li> </ul>
<b>Professional Charges, DME or Supplies</b>	<ul style="list-style-type: none"> <li>• 837P transaction or CMS 1500 form</li> <li>• For claim forms and guidelines visit <a href="http://wellsense.org">wellsense.org</a></li> </ul>
<b>Facility Charges</b>	<ul style="list-style-type: none"> <li>• 837I transaction or UB-04 form</li> <li>• For claim forms and guidelines visit <a href="http://wellsense.org">wellsense.org</a></li> </ul>
<b>Paper Claim Submissions</b>	<p>Mail to:</p> <p>WellSense Health Plan Attn: Claims Department PO Box 55282 Boston, MA 02205</p>

## Administrative Appeals

### Provider Claim Appeals

#### Provider Administrative Claims Appeals

For services *already* rendered to a member. Providers should call the Provider Service department to speak with a representative regarding an appeal that has denied, or to check the status of an appeal that has been submitted.

- Submit your Provider Appeals with supporting documentation via our Provider Portal, HealthTrio at [wellsense.org](http://wellsense.org)

#### Mail Claim Review Form, appeal-specific narrative and necessary documentation to:

WellSense Health Plan  
Attn: Provider Administrative Claims Appeals  
PO Box 55282  
Boston, MA 02205

Visit [Provider Administrative Claims Policy](#) and [Provider Manual](#) Section 10 for detailed information.

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## Provider Appeals

Providers should call the Provider Service department to speak with a representative regarding filing an appeal and to check the status of an appeal.

- Submit your Provider Appeals with supporting documentation via our Provider Portal, HealthTrio at [wellsense.org](https://wellsense.org)
  - Mail Provider Appeals:  
WellSense Health Plan  
Attn: Provider Appeals PO Box 55282  
Boston, MA 02205
- See [Provider Manual](#) Section 9 for detailed information

## Prior Authorization Information

### Prior Authorization Department

- Submit your PA request with supporting documentation via our Provider Portal, HealthTrio at [wellsense.org](https://wellsense.org)
- Fax completed forms with supporting documentation to:
- Fax 617-951-3464 / Call 888-566-0008

### Outpatient Pharmacy Services

- Submit your PA request with supporting documentation via ePA at the pharmacy section of [wellsense.org](https://wellsense.org)
- Fax completed forms with supporting documentation to: 833-951-1680
- Call 888-566-0008 option 4, then 1

### Behavioral Health Services

- Call Carelon Behavioral Health, LLC at 866-444-5155

### Durable Medical Equipment

- Call Northwood, Inc. at 866-802-6471

### Radiology (high-end)

Contact eviCore Healthcare, Inc.  
Visit [www.evicore.com](https://www.evicore.com)

### Musculoskeletal (MSK) & Genetic Testing

888-693-3211 Fax 888-693-3210 (*Radiology*)  
844-725-4448 Fax 855-744-1319 (*MSK & GT*)

### DentaQuest (SCO only) for dental services

Visit [dentaquest.com](https://dentaquest.com)  
Call 844-234-9829 / Fax 262-834-3450