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# COMPANY OVERVIEW

Well Sense Health Plan is the largest of the managed care organizations – and the only not-for-profit – selected by the New Hampshire Department of Health and Human Services to provide health care coverage to New Hampshire’s Medicaid members. Located in Manchester, Well Sense Health Plan delivers statewide access to primary care physicians, specialists and hospital care for over 87,000\* members. We also partner with a wide network of quality behavioral health providers, pharmacies and other types of health care practitioners.

With a strong commitment to quality, Well Sense Health Plan’s Medicaid HMO has received Commendable Accreditation status from the National Committee for Quality Assurance (NCQA) based on the results from its most recent submission of HEDIS®\*\* and CAHPS®\*\*\* data to NCQA.

In addition, Well Sense Health Plan’s Medicaid HMO is rated 4 out of 5 – on a scale of 1 to 5 – among Medicaid plans in the U.S., according to NCQA’s Medicaid Health Insurance Plan Ratings 2015-2016.

Well Sense Health Plan is the trade name for Boston Medical Center Health Plan, Inc., a not-for-profit managed care organization founded in 1997 by Boston Medical Center.

## MEMBERS:

- Over 87,000\* across New Hampshire

## PROVIDER NETWORK:

- Over 3,500 primary care providers
- Over 7,000 specialists
- 34 acute hospitals

## EMPLOYEES:

- More than 500 employees in New Hampshire and Massachusetts

## LOCATION:

- 1155 Elm Street, Manchester, NH

## WEBSITE

- WellSense.org



\*As of November 10, 2015

\*\*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

\*\*\*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# PRODUCTS AND SERVICES

## WHAT'S COVERED?

Well Sense members receive:

- Free visits with a doctor for routine healthcare
- Free visits with specialists
- Free emergency room visits in an emergency
- Free screenings for diabetes, allergies, heart disease, and other chronic conditions
- Free access to mental health and substance abuse services
- Free extras such as dental kits, fitness reimbursements, bike helmets and children's car seats
- Free routine eye exam every 12 months
- Free transportation to your medical appointments
- Prescriptions for little or no cost

## CARE MANAGEMENT

Well Sense offers a free Care Management Program for members with conditions such as asthma, diabetes, cancer, or other special health needs. The staff works to:

- Help members understand and manage their disease or medical condition
- Make sure members get the appropriate services and information
- Contact members by phone to follow-up on their healthcare needs
- Help coordinate care with members' doctors and other healthcare providers
- Coordinate frequent check-ins from a Care Manager, including in-person visits, as needed

## NURSE ADVICE LINE

Our members can access the Nurse Advice Line and speak with a registered nurse when they have a question about their health if their doctor's office is closed. The 24/7 toll-free call line is confidential.

# PRODUCTS AND SERVICES

## NON-EMERGENCY MEDICAL TRANSPORTATION

We do everything we can to ensure that our members stay healthy, including coordinating rides to non-emergency medical appointments. Through contracts with Coordinated Transportation Solutions (CTS), we:

- Pay for mileage from members' homes to and from their healthcare appointments if they have circumstances that prevent them from being able to afford the cost of transportation
- Pay members' friends or family for mileage to take them from their home to and from their healthcare appointments.
- Pay members to use public transportation to get to and from their healthcare appointments
- Arrange for a taxi to drive members to and from their healthcare appointments
- Arrange for a specialty vehicle when needed, such as a wheelchair van or ambulance, to drive members to and from their healthcare appointments

## CONTACT

Media inquiries should be directed to [Richard.Wolosz@WellSense.org](mailto:Richard.Wolosz@WellSense.org).

# EXECUTIVE BIOS



## SUSAN COAKLEY, PRESIDENT

Ms. Coakley is responsible for leading overall company strategy, managing day-to-day operations, developing programs and services to meet the needs of new and emerging markets, and preparing the company for future growth. Previous to her role as President, Ms. Coakley served as the organization's Chief General Counsel.

A graduate of Connecticut College, she earned a Master of Public Health from Yale School of Public Health and Juris Doctor from Northeastern University.



## LISABRITT SOLSKY, EXECUTIVE DIRECTOR

Ms. Solsky leads Well Sense Health Plan's daily operations, collaborating with senior management to develop strategic direction and achieve corporate goals. Ms. Solsky also directs and leads relationships with government organizations, regulatory groups, health care providers and other external agencies.

She received her Juris Doctor from District of Columbia School of Law (now David A. Clark, UDC School of Law) and her undergraduate degree from the University of Massachusetts at Amherst. She is a Board member of the New Hampshire Women's Foundation.



## CYNTHIA COOPER, MD, MEDICAL DIRECTOR

Dr. Cooper supports the staff of the Office of Clinical Affairs in all areas of medical management, including utilization review, care and population management, concurrent review, credentialing, quality, appeals and grievances, pharmacy management and network management. She also represents the Office of Clinical Affairs in developing and maintaining relationships with governmental organizations, regulatory groups, health care providers and other external stakeholders.

Dr. Cooper received her bachelor's degree from Cornell University and her medical degree from the University of Cincinnati College of Medicine. She served her internship and residency at Cedars-Sinai Medical Center in Los Angeles, and LAC-USC Medical Center Women's Hospital in Los Angeles.