

WELL SENSE CONTACT LIST	
Main Phone Number (claims, web, benefits/eligibility, authorizations, credentialing/contracting)	855-834-5655 Monday–Friday, 8 a.m.–6 p.m. ET
National Provider Services Line	800-397-1630 Monday–Friday, 8 a.m.–8 p.m. ET
TTY Number	711
Website	www.beaconhealthoptions.com/
Network-Specific Page	www.beaconhealthoptions.com/plan/well-sense/pro
Provider Portal	providerportal.beaconhealthoptions.com/index.html#/login
EDI Helpdesk	888-247-9311 Monday–Friday, 8 a.m.–6 p.m. ET
EDI Helpdesk Email	e-supportservices@beaconhealthoptions.com
EDI Operations (technical questions about electronic transactions)	EDI.Operations@beaconhealthoptions.com
Provider Relations Department Email	Provider.Relations@beaconhealthoptions.com
Appeals, Complaints, and Grievances	Indicate NH in addition to name, NPI, Tax ID, and inquiry details 844-231-7949 or email Woburn.appeals@beaconhealthoptions.com Include detailed description, records, and claims as applicable

Helpful Tips:

All provider transactions with Beacon are completed online through the Provider Portal. To register for an account, visit the Providers tab at beaconhealthoptions.com. Most demographic and credentialing updates are completed through CAQH. To register for an account, visit CAQH: proview.caqh.org/Login/.

Beacon strongly encourages electronic claim submission. All Well Sense claims must be received by Beacon within 90 days from the date of service. A reference (authorization) number is required for therapy sessions beyond the member's initial encounter limit.

For all members, the following services require prior authorization from Beacon:

- Inpatient services
- Out-of-network providers*
- Psychological and Neuropsychological testing
- All 24-hour and non-24-hour diversionary services
- IOP and PHP, if applicable

*Routine out-of-network services are not a covered benefit. If a member wishes to obtain services from a non-contracted provider, then prior authorization, based on medical necessity, is required but not guaranteed.

We strongly encourage you to work directly with Beacon regarding complaints and grievances so we can specifically address and rectify the issue at the source.