Welcome to Well Sense Health Plan!

We want to help you get the most from your Well Sense membership. You’ll receive more materials in the mail from us – please read them and save them in case you have questions later.

Understand Your Plan

We will send you a Member Handbook, which will explain:

- Which benefits and services are covered by your plan, and how you can use them.
- If you have to pay for any medications or services.
- Your rights as a member and details about your healthcare plan.

Pick a Doctor for Your Routine Care

- Find a doctor in your area at wellsense.org – this doctor will provide your care and refer you to other doctors when needed, so make an appointment soon.
  - Be sure to tell your doctor if you see specialists or take any medications.
  - Ask your doctor if they offer after-hours care for when you are feeling sick.
- Tell us who you picked – log in at wellsense.org, or call and tell us. If you do not choose a doctor, we will assign you one, but you can change at any time.
- Tell your doctor about your new insurance. Some treatments and medicines may need approval before they will be covered, even if they were covered by your past insurance. Your doctor should submit requests for these services or medicines to us as soon as possible.

Know Who to Call

- **Well Sense Member Services**
  - 877-957-1300
  - 711 (TTY/TDD)

- **24/7 Nurse Advice Line**
  - 866-763-4829

- **Vision Services: VSP**
  - 800-877-7195
  - 800-428-4833 (TTY/TDD)

- **Rides to Appointments: CTS**
  - 855-739-4775

If your contact information, marriage or work status changes, call New Hampshire Medicaid at 1-844-ASK-DHHS right away so you continue to receive important mailings.
Member Quick Start Guide

**GET MEDS IN THE MAIL**
Get a 90-day supply of medicines that you take regularly mailed to you* for the cost of a 30-day supply.
Go to the Member section of wellsense.org

**TAKE A HEALTH SURVEY**
Get a $15 gift card**
...for taking our confidential health survey in your first 90 days as a member
Log in at wellsense.org

**RIDES TO APPOINTMENTS**
Call 48 hours ahead of time to schedule rides to doctor’s visits. This doesn’t include ER trips.
See your Member Handbook for details

**GET EXTRA BENEFITS AT NO COST TO YOU****
• NEW Healthy Rewards program!
Earn funds towards everyday items for healthy activities. See wellsense.org/rewards
  • Car seats & booster seats (up to $65 value)
  • Bike helmets for children ($5 value)
  • Money back each year for gym ($200 value) or WW® memberships ($100 value)

**VISIT WELLSENSE.ORG**
• Take a health survey for you and your family
• Access your mobile ID card
• Pick or change your doctor
• See a history of your medicines and doctors
• Share new contact information

**QUESTIONS?**
FOR QUESTIONS ABOUT:
What benefits are covered, prescription issues and changing doctors
CALL WELL SENSE MEMBER SERVICES
1-877-957-1300
711 (TTY/TDD)

FOR QUESTIONS ABOUT:
Medicaid eligibility, renewing your insurance, and letters received about ending your membership
CALL NEW HAMPSHIRE MEDICAID
1-844-ASK-DHHS

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*Only for medications treating chronic conditions. Must have filled a 30-day supply at the pharmacy at least twice.
**Some restrictions and limitations may apply. Earn up to $250 in cash and non-cash goods and services each State fiscal year.
***Standard message and data rates may apply.