



Network Notification

Date: April 9, 2015 **Number:** 17

TO: All Well Sense Health Plan Providers

FROM: Well Sense Health Plan

SUBJECT: Billing change – claims submissions from functional therapies, urgent care, family planning, FQHCs or RHCs

PRODUCT: New Hampshire Medicaid New Hampshire Health Protection Program

Summary

Effective July 1, 2015, Well Sense Health Plan is modifying its standard claim submission process. When submitting claims to Well Sense, providers must include the following information:

1. The rendering physician's information in Box 24J on paper, Loop 2310B or 2420A electronically.
2. The organization's NPI in the Service Facility location (Loop 2310C or 2420C on the electronic claim). **At this time, please do not send the Service Facility location information on the paper claim (Box 32a). We will notify you at a later date if this changes.**

Claims not submitted according to the above criteria may cause the claim to be processed incorrectly.

The information above amends current policies stated in Section 9, Billing and Reimbursement, in the Well Sense Provider Manual, located in the Provider section at WellSense.org. This information will be incorporated into the Provider Manual when it is updated.

Questions?

If you have any questions about this Network Notification, please contact your Provider Relations Consultant or call the Provider Service Center at 1-877-957-1300, option 3. All Well Sense Health Plan Network Notifications are available online at WellSense.org.

Sharing communications

Are you receiving communications from Well Sense Health Plan but your colleagues are not? If so, we encourage you to share our emails with others in your organization and let us know who else should receive these communications. You can notify us by email to nhproviderinfo@wellsense.org with your organization name and the email address of the individual requesting the communications.