



Frequently Asked Questions:

1. Who is Well Sense Health Plan?

Well Sense Health Plan is your Medicaid plan. We are committed to bringing you the very best in healthcare services. To learn more about Well Sense Health Plan, visit www.wellsense.org

2. Why am I receiving text messages? I don't remember joining a texting program.

You are receiving texts because you opted-in to participate in our new health education texting program. After texting WELL (BIEN) for Spanish) to 85886 and going through the verification process, you were enrolled into Well Sense Health Plan's health education texting program.

3. Will I be charged to be part of this texting program?

Depending on your carrier, message and data rates may apply. However, there is no fee to participate in this program. It is offered to all Well Sense Health Plan members.

4. I no longer want to receive messages from this program. How do I unsubscribe?

If you no longer wish to receive text messages from us, simply text STOP to the phone number you received the text messages from.

5. This is not the correct phone number. How do I unsubscribe?

If this is the incorrect mobile number, text back WRONG to the number you received the text messages to unsubscribe from this program. Then call Member Services, 877-957-1300 to provide your correct phone number.

6. Is my information going to remain private?

Yes, however, we are obligated to inform you that if your phone is stolen, hacked, or unsecured, a third party may gain access to your personal health information. The results from this texting program will be shared with Well Sense only. No information will be shared with third parties or used for marketing purposes.

7. How often will you message me?



Well Sense will message you 2-4 text messages each month regarding your health from a local phone number. This phone number may be different from your welcome message.

8. *What types of messages will you be sending me?*

Well Sense will message you about your health, well-visits, medication, preventive screening, wellness tips, and/or services that are available to you.

9. *I feel healthy; why do I need to see my primary care physician?*

We understand. However, even if you are healthy, it is important to go in for your regular exams and screenings. We hope you will take advantage of services offered by Well Sense Health Plan.

10. *How can I change my current primary care physician?*

If you need a new primary care physician, call Well Sense's Member Services at 877-957-1300 and a representative will be happy to help.

11. *I have more questions, who can I talk to?*

If you still have questions, please call Well Sense Health Plan's Member Services at 877-957-1300 between Monday-Wednesday 8AM to 8PM Thursday-Friday 8AM -6PM and a representative will be happy to help.

12. *What should I do if I need medical help or have a medical question?*

If it is an emergency, dial 911 immediately. If it is not an emergency, call your primary care physician to make an appointment, or call our Nurse Advice Line at 866-763-4829 for help.