



WELL SENSE
HEALTH PLAN
NETWORK NOTIFICATION

Date: January 12, 2015 **Number:** 15

TO: All Well Sense Health Plan Providers

FROM: Well Sense Health Plan

SUBJECT: Boston Children's Hospital Status

PRODUCT: New Hampshire Medicaid New Hampshire Health Protection Plan

Summary

Effective February 1, 2015, Well Sense Health Plan will not approve requests for services from Boston Children's Hospital (including PCPs, specialists and other affiliated providers) unless it can be demonstrated that the services required are not available at either a New Hampshire in-network provider or at one of our preferred out-of-network facilities. This means that we are now strictly adhering to our out-of-network authorization process; all non-emergency services rendered at Boston Children's Hospital or by Boston Children's Hospital providers require prior authorization in order for those services to be covered. If you currently collaborate with a Boston Children's Hospital provider to deliver care to a Well Sense member, we will work closely with you and our member to transition care to a provider who is in our network.

Some Well Sense members currently receiving care at Boston Children's Hospital may have continued access to a non-participating provider under the following conditions and with approval from Well Sense Health Plan:

- The member is undergoing an active course of treatment for an acute phase of a chronic condition. In this circumstance, the member will be covered for care delivered by the non-participating provider for up to 90 calendar days after the January 1 effective date or until the acute phase is resolved, whichever is shorter; or
- The member is undergoing an active course of treatment for a terminal illness (terminal illness defined as a life expectancy less than or equal to 6 months). The member may receive continued coverage with his/her provider until the member's death.
- Complex transition plans developed by Well Sense in collaboration with the member/family, PCP and receiving institution will be carried out over an agreed-upon time frame.

If Well Sense has already approved a medical service or surgery at Boston Children's Hospital, the member may still receive that service as it was approved; in particular, appointments already approved for January will be honored.

We recognize that this change is significant, requiring modifications in referral patterns for you and your patients. We also know and appreciate that some families will find this transition very difficult, so we are committed to working with them and you to minimize the challenges. To assist with this process, we have created a Pediatric Specialty Care Resource document which is posted on our website in the [Provider>Forms and Documents section](#); we will continue to update it as additional resources become available. Our Prior Authorization and Care Management teams are ready to assist you with finding the most appropriate facility for the care your patients need – please feel free to call the Provider Services Center (number below) for assistance.

Questions?

If you have any questions about this Network Notification, please contact your provider relations consultant or the Provider Services Center at 1-877-957-1300 (option 3). All Well Sense Health Plan Network Notifications are available on the News and Updates page in the Providers section at wellsense.org.