

Member Quick Start Guide

Getting started with your WellSense Clarity plan in Massachusetts

Pick a doctor for routine care and go see them

- **Find a doctor at wellsense.org** to provide your care and refer you to other doctors when needed. Call us for help finding a doctor, a printed list of doctors in your area or support in another language.
- **Login to tell us who you picked or call us.** If you don't choose a doctor, we'll assign you one, but you can change at any time.
- **Tell your doctor about your new insurance before your next appointment.** Some treatments and medications may need approval before they will be covered on your new plan.

Annual check-ups at no cost to you!



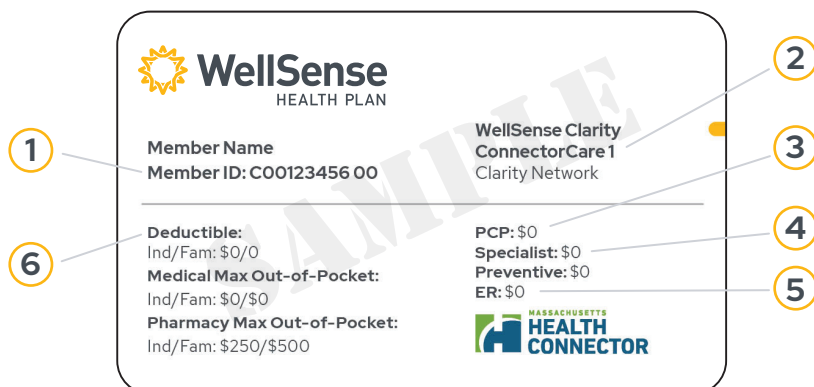
If you haven't already, now is a great time to schedule your annual check-up.

Learn about your benefits and ID card

Your Schedule of Benefits has a summary of what is covered on your WellSense Clarity plan. It also shows what you can expect to pay for treatments, prescriptions, and doctor's visits, if anything.

If ever in doubt, call us to learn if a service is covered and what you can expect to pay.

- 1 **Your Member ID Number.** You'll need this to register on the portal.
- 2 **Your Plan Type.** You'll need this to find your benefit documents and search for doctors on our website.
- 3 **The cost of an Office Visit with your PCP** (your yearly physical is free).
- 4 **The cost to see a Specialty Doctor.**
- 5 **The cost for an Emergency Room Visit.**
- 6 **A Deductible is the amount you'll pay for covered services before your plan starts to pay.** A Max Out-of-Pocket cost is the most you'd have to pay in total for your covered services in a plan year. These amounts are different for Individual and Family plans.



Get started at
wellsense.org



We revolve around you.

Take advantage of all your benefits



Use your free extras*

- Money back each year for a gym membership or fitness tracker, plus money back for WW® membership fees
- Discounts on prescription glasses, prescription contact lens fittings, and eye exams
- FREE programs to help you stop smoking



Get meds in the mail

Save on a 90-day supply of prescriptions you take regularly through our mail order pharmacy program.**

Enroll at wellsense.org



Healthy meals, ready to eat

Save on Mom's Meals orders and get healthy heat-and-eat options delivered to your door. Use this link to claim your free shipping discount at checkout when ordering:

momsmeals.com/wellsense-clarity

Your 24/7 member portal

Once your enrollment begins, log in at **wellsense.org** to:

- View claims
- See how much of your deductible has been used
- Replace a lost ID card
- Take a health survey to see if you qualify for extra support

Important Phone Numbers

Member Services

855-833-8120
(TTY: 711)

24/7 Nurse Advice Line

866-763-4695

Mental Health and Substance Use Hotline

877-957-5600

Dealing with an ongoing condition?

Call 866-853-5241 and let us know, we can offer extra support.

wellsense.org



*Some restrictions apply. Visit wellsense.org to learn more.

**Only for maintenance medications. See your Schedule of Benefits for cost-share information.