

Covered Services List for WellSense Community Alliance Plan Members with MassHealth CarePlus Coverage

Overview

The following table is an overview of the covered services and benefits for MassHealth CarePlus members enrolled in a WellSense Community Alliance plan. The table also shows whether each service requires:

- a referral (approval from your primary care clinician [PCC] or primary care provider [PCP]);
- prior authorization (permission from WellSense or one of our vendors); or
- both a referral and prior authorization to receive the service.

There is more information about prior authorizations and referrals in your member handbook. Before you receive some services, providers may ask about your health care needs to decide if the service is appropriate and to register you for the service with your health plan (if required). Also, please note that as of April 1, 2024, there are no copays for any covered service.

You can call the WellSense Member Service Department for more information about services and benefits or to ask questions. Please see the telephone number and hours of operation for our Member Service Department at the bottom of this document.

- For questions about behavioral health services, please call WellSense at 888-217-3501 or TTY: 866-727-9441 for people with partial or total hearing loss or speech disabled.
- For more information about pharmacy services, please call Express Scripts at 888-566-0010 for general pharmacy questions or 844-319-7588 for mail order pharmacy questions. Please call TDD/TYY: 711 for people with partial or total hearing loss or speech disabled.
- For questions about dental services, please call DentaQuest Customer Service at 866-616-2699 or TTY at 711.

Please keep in mind that WellSense covered services and benefits change from time to time and flexibilities may be available because of COVID-19. This Covered Services list is for your general information only and should not be the only thing you rely on to see if you have WellSense coverage for the service you need. (For example, there may be limits to what is covered for a service.) The best way to find out if the service you need is covered is to call the WellSense Member Service Department. Please see the telephone number and hours of operation for our Member Service Department at the bottom of this document.

Also, MassHealth regulations control the covered services and benefits available to you. To look at MassHealth regulations, visit www.mass.gov/masshealth-and-eohhs-regulations.

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Emergency Services		
Emergency Inpatient and Outpatient Services	No	No
Medical Services		
Abortion Services	No	No
Acupuncture Treatment – For use for pain relief or anesthesia.	No	No
Acute Inpatient Hospital Services – Includes all inpatient services in an acute hospital, such as daily physician intervention, surgery, obstetrics, behavioral health, radiology, laboratory, and other diagnostic and treatment procedures. This also includes administratively necessary days. May require prescreening.	Yes	No
Acute Outpatient Hospital Services – Services in a hospital’s outpatient department or satellite clinic. They are generally provided, directed, or ordered by a physician. Services include specialty care, observation services, day surgery, diagnostic services, and rehabilitation services.	Yes	No
Ambulatory Surgery Services – Surgical, diagnostic, and medical services that provide diagnosis or treatment through operative procedures, including oral surgery, requiring general, local, or regional anesthesia to patients who do not require hospitalization or overnight services upon completion of the procedure, but who require constant medical supervision for a limited amount of time following the conclusion of the procedure.	Yes	No
Audiologist (Hearing) Services – Services include, but are not limited to, testing related to the determination of hearing loss, evaluation for hearing aids, prescription for hearing-aid devices, and aural rehabilitation.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Chiropractic Services – Chiropractic manipulative treatment, office visits, and some radiology services (e.g., X-rays).	No	No
Chronic Disease and Rehabilitation Hospital (CDRH) Services – Services in a CDRH for up to 100 days. If the member becomes eligible for another MassHealth coverage type (e.g., MassHealth Standard or CommonHealth), this coverage may be extended beyond 100 days. (Note: Admission in a CDRH and a Nursing Facility will be treated as one admission. In those cases, 100 days of combined CDRH and Nursing Facility services are covered.)	Yes	No
Community Health Center Services – Examples include • Specialty office visits • OB/GYN services • Medical social services • Nutrition services, including diabetes self-management training and medical nutrition therapy • Vaccines/immunizations • Health education	No	No
Diabetes Self-Management Training – Diabetes self-management training and education services provided to a member with pre-diabetes or diabetes by a physician or certain accredited qualified health care professionals (e.g., registered nurses, physician assistants, nurse practitioners, and licensed dietitians).	No	No
Dialysis Services – Medically necessary renal dialysis that includes all services, supplies, and routine laboratory tests; also includes training for home dialysis.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Durable Medical Equipment (DME) – Including but not limited to the purchase or rental of medical equipment, replacement parts, and repair for such items. Covered DME includes, but is not limited to, • absorbent products • breast pumps • enteral and parenteral nutrition • glucose monitors and diabetic supplies • mobility equipment and seating systems • hospital beds and accessories	Yes	No
Family Planning Services	No	No
Hearing Aid Services	No, except for surgically implanted aids	No
Home Health Services – Skilled and supportive care services provided in the member’s home to meet skilled care needs and associated activities of daily living to allow the member to safely stay in their home. Available services include skilled nursing, medication administration, home health aide, and occupational, physical, and speech/language therapy.	Yes	No
Hospice Services – Members should discuss their options for hospice services with MassHealth or their health plan.	No	No
Infertility Services – Diagnosis of infertility and treatment of underlying medical condition.	Yes	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Isolation and Recovery Site Services – Services that a member receives at an isolation and recovery site. This is a location such as a hotel or motel that contracts with EOHHS to provide safe, isolated lodging for individuals with a COVID-19 diagnosis.	No	No
Laboratory Services – All services necessary for the diagnosis, treatment, and prevention of disease, and for the maintenance of health.	Yes	No
Medical Nutritional Therapy – Nutritional, diagnostic, therapy and counseling services for the purpose of a medical condition that are provided by a physician, licensed dietician, licensed dietician/nutritionist, or other accredited qualified health care professionals (e.g., registered nurses, physician assistants, and nurse practitioners).	No	No
Nursing Facility Services – Services in a nursing facility for up to 100 days. If the member becomes eligible for another MassHealth coverage type (e.g., MassHealth Standard or CommonHealth), this coverage may be extended beyond 100 days. (Note: Admission in a Nursing Facility and a Chronic Disease Rehabilitation Hospital [CDRH] will be treated as one admission. In those cases, 100 days of combined Nursing Facility and CDRH services are covered.)	Yes	No
Orthotic Services – Nondental braces and other mechanical or molded devices to support or correct any defect of form or function of the human body.	Yes	No
Oxygen and Respiratory Therapy Equipment	Yes	No
Podiatrist Services – Services for footcare.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Primary Care (provided by member's PCC or PCP) – Examples include • Office visits for primary care • Annual gynecological exams • Prenatal care • Diabetes self-management training • Tobacco cessation services • Fluoride varnish to prevent tooth decay in members younger than 21 years of age	No	No
Prosthetic Services – Nondental devices meant to replace either a lower or upper external body part lost due to amputation or congenital deformities and meant to serve as a limb or total joint replacement.	Yes	No
Radiology and Diagnostic Services – Examples include • X-rays • Magnetic resonance imaging (MRI) and other imaging studies • Radiation oncology services performed at radiation oncology centers (ROCs) that are independent of an acute outpatient hospital or physician service	Yes, except for x-rays and some radiation oncology services which do not require prior authorization	No
Remote Patient Monitoring (COVID-19 RPM) – Bundled services to facilitate home monitoring of members with confirmed or suspected COVID-19 who do not require emergency department or hospital levels of care but require continued close monitoring. The COVID-19 RPM bundle includes all medically necessary clinical services required to facilitate seven days of close, in-home monitoring of members with confirmed or suspected COVID-19.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Specialists – Examples include • Office visits for specialty care • OB/GYN (No referral needed for prenatal care and annual gynecological exam) • Medical nutritional therapy	No	No
Therapy Services – Therapy services include diagnostic evaluation and therapeutic intervention that are designed to improve, develop, correct, rehabilitate, or prevent the worsening of functional capabilities and/or disease, injury, or congenital disorder. Examples include • Occupational therapy • Physical therapy • Speech/language therapy	Yes	No
Tobacco Cessation Services – Face-to-face individual and group tobacco cessation counseling and tobacco cessation drugs, including nicotine replacement therapy (NRT).	No	No
Urgent Care Clinic Services	No	No
Vaccine Counseling Services	No	No
Wigs – As prescribed by a physician and related to a medical condition	Yes	No
Dental Services		
Adult Dentures – Full and partial dentures, and adjustments and repairs to those dentures, for members 21 years of age and older.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Diagnostic, Preventive, Restorative, and Major Dental Services – Used for the prevention, control, and treatment of dental diseases and the maintenance of oral health for children and adults.	No	No
Emergency-Related Dental Care	No	No
Oral Surgery – To treat a medical condition, performed in any place of service, including but not limited to an outpatient setting, such as an ambulatory surgery/outpatient hospital or a clinic or office.	Yes	No
Doula Services		
Doula Services – Nonmedical emotional, informational, and physical support to pregnant, birthing, and postpartum members.	Yes	No
Transportation Services		
Transportation Services: Emergency – Ambulance (air and land) transport that generally is not scheduled but is needed on an emergency basis. These include specialty care transport (that is, an ambulance transport of a critically injured or ill member from one facility to another, requiring care beyond the scope of a paramedic).	No	No
Transportation Services: Non-Emergency – Transportation by land ambulance, chair car, taxi, and common carriers to transport a member to and from a covered service.	Yes	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Vision Services		
Vision Care – Includes • Comprehensive eye exams once every year for members younger than 21 years of age and once every 24 months for members 21 years of age and older, and whenever medically necessary • Vision training • Ocular prosthesis; contacts, when medically necessary, as a medical treatment for a medical condition such as keratoconus • Bandage lenses • Prescription and dispensing of ophthalmic materials, including eyeglasses and other visual aids, excluding contacts	Yes, except for comprehensive eye exams	No
Pharmacy Services		
The items in this section are covered as listed on the MassHealth Drug List. Delivery of medications from pharmacy providers to a personal residence, including homeless shelters, may be available.		
Compounded Drugs	Yes	No
Non-Drug Pharmacy Products	For Digital Therapy Products	No
Over-the-Counter Medicines	No	No
Prescription Drugs	Yes	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Behavioral Health Services		
Diversiónary Services – Mental health and substance use disorder services that are provided as clinically appropriate alternatives to behavioral health inpatient services to support a member returning to the community after a 24-hour acute placement, and to provide intensive support to maintain functioning in the community. There are two categories of diversionary services: those provided in a 24-hour facility and those provided in a non-24-hour setting or facility.		

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Non 24-Hour Diversionary Services		
Community Support Program (CSP) and Specialized CSP Programs – Behavioral health services provided through community-based, mobile paraprofessional staff to members. Community Support Program for Homeless Individuals (CSP-HI) – A specialized CSP service to address the health-related social needs of members who • are experiencing homelessness and are frequent users of acute health MassHealth services; or • are experiencing chronic homelessness, as defined by the US Department of Housing and Urban Development. Community Support Program for Individuals with Justice Involvement (CSP-JI) – A specialized CSP service to address the health-related social needs of members with justice involvement who have a barrier to accessing or consistently using medical and behavioral health services. Community Support Program Tenancy Preservation Program (CSP-TPP) – A specialized CSP service to address the health-related social needs of members who are at risk of homelessness and facing eviction as a result of behavior related to a disability. CSP-TPP works with the member, the Housing Court, and the member’s landlord to preserve tenancies by connecting the member to community-based services in order to address the underlying issues causing the lease violation.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Intensive Outpatient Program (IOP) – A clinically intensive service that follows a discharge from an inpatient stay and helps members avoid readmission to an inpatient service and helps them move back to the community. The service provides coordinated treatment using a range of specialists.	No	No
Partial Hospitalization (PHP) – These services offer short-term day mental health programming available seven days a week, as an alternative to inpatient hospital services. These services include daily psychiatric management.	No	No
Program of Assertive Community Treatment (PACT) – A treatment team approach to providing acute, active, and long-term community-based mental health treatment, outreach, rehabilitation, and support. This service helps members maximize their recovery, set goals, and be in the community. Services are provided in the community and are available 24 hours a day, seven days a week, 365 days a year, as needed.	No	No
Psychiatric Day Treatment – Mental health services for members who do not need an inpatient hospital stay, but who needs more treatment than a weekly visit. Psychiatric day treatment includes diagnostic, treatment, and rehabilitative services.	No	No
Recovery Coaching – A nonclinical service provided by peers who have lived experience with substance use disorder and who have been certified as recovery coaches. Members are connected with recovery coaches who help them start treatment. Recovery coaches also serve as a guide to help members maintain recovery and stay in the community.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Recovery Support Navigators (RSN) – Specialized care coordination services for members who have substance use disorder. This service helps members to access and receive treatment, including withdrawal management and step-down services, and to stay motivated for treatment and recovery.	No	No
Structured Outpatient Addiction Program (SOAP) – Substance use disorder services that are clinically intensive and offered in a structured setting in the day or evening. These programs can be used to help a member transition from an inpatient substance use disorder program. It can also be used by members who need more structured outpatient services for a substance use disorder. These programs may include specialized services for pregnant members, adolescents, and adults who need 24-hour monitoring.	No	No
24-Hour Diversionary Services		
Mental health and substance use disorder services used instead of inpatient hospital services. These services support a member returning to the community after an inpatient hospital stay, or help a member maintain functioning in the community.		
Acute Treatment Services (ATS) for Substance Use Disorders – Services used to treat substance use disorders on a 24-hour, seven days a week basis. Services may include assessment, use of approved medications for addictions, individual and group counseling, educational groups, and discharge planning. Pregnant members receive specialized services. Members receive additional services to treat other mental health conditions.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Clinical Support Services for Substance Use Disorders – 24-hour treatment services that can be used by themselves or after acute treatment services for substance use disorders. Services include education and counseling, outreach to families and significant others, medications for treating substance use disorders, referrals to primary care and community supports, and planning for recovery. Members with other mental health disorders receive coordination of transportation and referrals to mental health providers. Pregnant members receive coordination with their obstetrical care.	No	No
Community Crisis Stabilization (CCS) – Services provided instead of inpatient hospital services. These services provide 24-hour observation and supervision for members.	No	No
Transitional Support Services (TSS) for Substance Use Disorders – A 24-hour, short-term intensive case management and psychoeducational residential program with nursing available for members with substance use disorders who have recently been detoxified or stabilized and require additional transitional stabilization before they are placed in a residential or community-based program. Members with cooccurring physical health, mental health, and substance use disorders are eligible for coordination of transportation and referrals to providers to ensure treatment for these conditions. Pregnant members are eligible for coordination of their obstetric care.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Residential Rehabilitation Services for Substance Use Disorders		
Adult Residential Rehabilitation Services for Substance Use Disorders – Services for substance use disorder offered in a 24-hour residential setting. Services include at least five hours of individual or group therapy each week, case management, education, and rehabilitation based in the residence. Some residential programs serve pregnant and postpartum members, and provide assessment and management of gynecological, obstetric, and other prenatal needs, and offer parenting skills education, child development education, parent support, family planning, nutrition, as well as opportunities for parent/child relational and developmental groups. Members receive coordination of transportation and referrals to mental health providers to ensure treatment for any other mental health conditions.	No	No
Cooccurring Enhanced Residential Rehabilitation Services for Substance Use Disorders Services provided in a 24-hour, safe, structured setting in the community. These services support the member's recovery from substance use disorders and moderate to severe mental health conditions. The services support a move back into the community and a return to social, work, and educational roles. Services are provided to support recovery. Clinical services, additional outpatient levels of care, and access to prescribers for medications are available.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Family Residential Rehabilitation Services for Substance Use Disorders – Services provided in a 24-hour residential setting for families in which a parent has a substance use disorder. Rehabilitative services that support parents and children are provided along with ongoing support for developing and maintaining interpersonal and parenting skills and support family reunification and stability. Members receive therapy, case management, education, and rehabilitation based in the residence.	No	No
Transitional Age Youth and Young Adult Residential Rehabilitation Services for Substance Use Disorders – Services provided in a 24-hour residential setting for youth 16 to 21 years of age or young adults 18 to 25 years of age who are recovering from alcohol or other drug problems. Services include individual or group therapy, case management, education, and rehabilitation based in the residence. Members also receive coordination of transportation and referrals to mental health providers for any cooccurring mental health conditions.	No	No
Inpatient Services		
24-hour hospital services that provide mental health or substance use disorder treatment, diagnoses, or both.		
Administratively Necessary Day (AND) Services – Day(s) of inpatient hospital services for members who are ready for discharge, but the right setting is not available. Services include appropriate continuing clinical services.	Yes	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Inpatient Mental Health Services – Inpatient hospital services to evaluate and treat acute psychiatric conditions. Such services may include - specialized inpatient psychiatric services provided to children or adolescents with neurodevelopmental disorders who have severe behavioral manifestations of Autism Spectrum Disorders (ASD)/Intellectual Disabilities (ID) and cooccurring mental health conditions; and - specialized inpatient psychiatric services provided to members with an eating disorder diagnosis and severe associated psychiatric and medical needs in specialized eating disorder psychiatric settings.	No	No
Inpatient Substance Use Disorder Services – Inpatient hospital services that provide medically directed care and treatment to members with complex withdrawal needs, as well as co-occurring medical and behavioral health conditions.	No	No
Observation/Holding Beds – Hospital services that are used to assess, stabilize, and identify resources for members for up to 24 hours.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Outpatient Behavioral Health Services – Mental health and substance use disorder services provided in person in an ambulatory care setting such as a mental health center or substance use disorder clinic, hospital outpatient department, community health center, or practitioner’s office. The services may also be provided at a member’s home or school. Some providers of these services offer extended hours at night or during weekends through behavioral health urgent care centers. They can offer new client assessments on the same or next day, appointments for existing clients with an urgent behavioral health need on the same or next day, medication appointments within 72 hours of an initial assessment, and follow-up appointments within 14 calendar days. These services may also be provided at a community behavioral health center (CBHC). CBHCs offer crisis, urgent, and routine substance use disorder and mental health services, care coordination, peer supports, screening, and coordination with primary care. A CBHC will provide access to same-day and next-day services and expanded service hours including evenings and weekends. A CBHC must provide services to adults and youths, including infants and young children, and their families. See also “crisis services.”		
Standard Outpatient Services – Outpatient services most often provided in an ambulatory setting.		
Acupuncture Treatment – The insertion of metal needles through the skin at certain points on the body as an aid to members who are withdrawing from, or in recovery from, dependence on substances.	No	No
Ambulatory Withdrawal Management – Outpatient services for members who are experiencing a serious episode of excessive substance use or complications from withdrawal when neither life nor significant bodily functions are threatened.	No	No
Case Consultation – A meeting between the treating provider and other behavioral health clinicians, or the member’s primary care physician, concerning a member. The meeting is used to identify and plan for additional services, coordinate or revise a treatment plan, and review the member’s progress.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Couples/Family Treatment – Therapy and counseling to treat a member and their partner or family in the same session.	No	No
Diagnostic Evaluation – An assessment of a member’s functioning, used to diagnose and to design a treatment plan.	No	No
Dialectical Behavioral Therapy (DBT) – Outpatient treatment involving strategies from behavioral, cognitive, and supportive psychotherapies for members with certain disorders, including members with borderline personality disorder.	No	No
Family Consultation – A meeting with family members or others who are important to the member and to a member’s treatment. The meeting is used to identify and plan for additional services, coordinate or revise a treatment plan, and review the individual’s progress.	No	No
Group Treatment – Therapy and counseling to treat unrelated individuals in a group setting.	No	No
Individual Treatment – Therapy or counseling to treat an individual on a one-to-one basis.	No	No
Inpatient-Outpatient Bridge Visit – A single-session consultation led by an outpatient provider while a member is still in an inpatient psychiatric unit. This visit includes the member and the inpatient provider.	No	No
Medication Visit – A visit to evaluate the appropriateness of the member’s prescriptions for drugs used for behavioral health needs, as well as any need for monitoring by a psychiatrist or registered nurse clinical specialist for whether such drugs are useful and any side effects.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Opioid Treatment Services – Supervised assessment and treatment of a member, using medications approved by the Food and Drug Administration, along with a range of medical and rehabilitative services to relieve the effects of opiate addiction. Includes detoxification and maintenance treatment.	No	No
Psychiatric Consultation on an Inpatient Medical Unit – A meeting between a psychiatrist or advanced practice registered nurse clinical specialist and a member at the request of the medical unit. It is used to assess the member’s mental status and to consult on a behavioral health plan, including proper medications, with the medical staff.	No	No
Psychological Testing – Standardized tests used to assess a member’s cognitive, emotional, neuropsychological, and verbal functioning.	No	No
Crisis Services – Available seven days a week, 24 hours per day to provide treatment for any member who is experiencing a mental health crisis. CBHCs can provide crisis services.		
Adult Mobile Crisis Intervention (AMCI) – Provides adult community-based behavioral health crisis assessment, intervention, stabilization, and follow-up for up to three days. AMCI services are available 24 hours a day, seven days a week, 365 days a year and are co-located at the CBHC site. Services are provided as mobile responses to the member (including in private residences) and provided via telehealth to members 21 years of age and older at the request of the member, or at the direction of the Behavioral Health Help Line when clinically appropriate. AMCIs operate adult community crisis stabilization programs with a preference for colocation of services.	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Behavioral Health Crisis Evaluation Services in Acute Medical Settings – Crisis evaluations provided in medical and surgical inpatient and emergency department (ED) settings. Elements of crisis evaluations include • Comprehensive Behavioral Health Crisis Assessment • Crisis Interventions • Discharge Planning and Care Coordination • Reporting and Community Collaboration	No	No
Behavioral Health Crisis Management Services in Acute Medical Settings – Crisis management services provided to members in medical and surgical inpatient and emergency department settings. Elements of crisis management include • Crisis Interventions • Discharge Planning and Care Coordination • Ongoing Required Reporting and Community Collaboration	No	No

MassHealth CarePlus Covered Services	Prior authorization required for some or all of the services?	Referral required for some or all of the services?
Other Behavioral Health Services		
Electro-Convulsive Therapy (ECT) – A treatment that is used to treat depression that has not responded to medications and psychotherapy. This treatment initiates a seizure with an electric impulse while the member is under anesthesia.	No	No
Repetitive Transcranial Magnetic Stimulation (rTMS) – A treatment that is used to treat depression that has not responded to medications and psychotherapy. In this treatment, rapidly changing magnetic fields are applied to the brain through a wire attached to the scalp.	Yes	No
Specialing – Treatment services provided to a member in a variety of 24-hour settings, on a one-to-one basis, to maintain the member’s safety.	Yes	No

Excluded Services

The following services or supplies are not covered under MassHealth, unless they are medically necessary, or as noted.

- Cosmetic surgery. There are exceptions if MassHealth agrees it is necessary for
 - Treating damage following injury or illness;
 - Breast reconstruction following a mastectomy; or
 - Other procedures that MassHealth determines are medically necessary.
- Treatment for infertility. This includes in-vitro fertilization (IVF) and gamete intrafallopian tube (GIFT) procedures
- Experimental treatment
- A service or supply that is not provided by, or at the direction of, your provider or MassHealth. There are exceptions for
 - Emergency services
 - Family planning services
- Noncovered laboratory services

- Personal comfort items such as air conditioners, radios, telephones, and televisions
- Services not otherwise covered by MassHealth, except as determined by the contractor to be medically necessary for MassHealth Standard or MassHealth CommonHealth members younger than 21 years of age. Such services constitute a Covered Service under the Contract in accordance with Early Periodic Screening, Diagnostic and Treatment (EPSDT) requirements.

Contact MassHealth or WellSense

If you have questions, please call WellSense Member Service Department at 888-566-0010 (English/Other Language), 888-566-0012 (Spanish) or TDD/TTY: 711, Monday - Friday from 8 a.m. to 6 p.m. You may also call the MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711, Monday - Friday from 8 a.m. to 5 p.m.