



Dear <<Patient Name>>:

Welcome to WellSense Care Alliance. Your coverage through WellSense will begin on <<the date listed in the letter you received in the mail>>. A new member ID card for each covered member of your household is enclosed.

### Your Next Steps:

1. Bring your new WellSense ID card(s) and your MassHealth ID card(s) to doctor's visits and the pharmacy beginning on <<your plan start date>>.
2. Be on the lookout for additional messages from us regarding your healthcare coverage.
3. To learn more about your new coverage, healthcare provider network and extra benefits as a member of WellSense, please visit [wellsense.org/carealliance](https://wellsense.org/carealliance) or use the QR code on the right.
4. Review the attached Member Quick Start Guide for more information.



### Getting started with your new MassHealth coverage with WellSense

**Your medical care** All medically necessary care is covered by your MassHealth benefit. If you are currently in a course of treatment that requires approval to continue, your healthcare provider will work with WellSense to coordinate your care.

**Your current prescriptions** To see if your prescription drugs are covered on MassHealth's standard drug list, visit [wellsense.org/carealliance](https://wellsense.org/carealliance). If your drug is not covered, please work with your prescribing healthcare provider to find a drug



that is covered or to ask for approval of your current prescription.

**Your new  
pharmacy  
network**

Starting on <<your effective date>>, you should start filling your prescriptions at pharmacies in our network. To see a list of pharmacies, visit [wellsense.org/carealliance](https://wellsense.org/carealliance). If you need to switch pharmacies, ask your new pharmacy to contact your old pharmacy and make the change.

**Thank you**

Thank you again for trusting us with your healthcare needs. If you have any questions, please contact our Member Services team. You can reach them at 888-566-0010 (TTY: 711), Monday through Friday, 8:00 a.m. to 6:00 p.m. The number for Member Services is also on the back of your ID card.

Thank you,



Jennifer Carbone  
Senior Vice President of Service and Operations  
WellSense Health Plan

Share feedback  
about your new  
member  
experience

