



Dear <<Patient Name>>:

Welcome to WellSense Mercy 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/mercy 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/mercy. 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 begin filling your prescriptions at pharmacies in our network. To see a list of pharmacies, visit wellsense.org/mercy. 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.

Be well,



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

Share feedback
about your new
member
experience

