

Member Quick Start Guide

How to use your MassHealth Plan

Welcome to WellSense!

You are now part of an accountable care organization (ACO) created to help simplify and personalize your healthcare experience. This guide will help you get the most from your membership in our plan.

Understand your plan

You can view your Member Handbook and Covered Services List online at wellsense.org to see which benefits and services are covered by your plan. You can also find a list of covered prescription drugs under the Prescriptions tab.

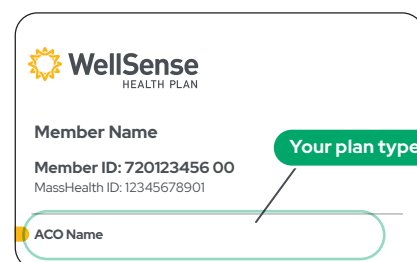
Partner with your doctor for routine care

You should always use a primary care provider (PCP) that is part of your WellSense network. Your PCP should be your first point of contact and will provide all of your routine care and refer you to other doctors when needed. If you have a new PCP, give them a list of your current specialists and medications.

Find a doctor or pharmacy on our website

- **Visit wellsense.org**, click on “Find a Provider,” and select your provider network (listed on your member ID card).
- **See which doctors and pharmacies are in our network**, then work with your PCP to move your care over to us.
- **Want to pick a new PCP?** Call us or log in to our website to choose one.

Your new ID card



Keep your WellSense ID and your MassHealth ID card in your wallet. You will need them at doctor's visits and at the pharmacy.

We're here to help

WellSense Member Services:

888-566-0010 (English)
888-566-0012 (Spanish)
711 (TTY)

Monday – Friday, 8 a.m. – 6 p.m.

Take advantage of all your benefits



Get meds in the mail

Save money and time* when you have a supply of medicines that you take regularly mailed to you in bulk.

Visit wellsense.org to enroll.



Take a health survey

See if you qualify for special health programs through our confidential online **Care Needs Screening**.

Log in at the top of wellsense.org to complete the survey.



Ask us for support

We can help you manage medical and mental health conditions, treat substance use disorder, and find resources in the community.

Call us at **866-853-5241** to learn more.

Get your free extras**

Members who qualify can receive:

- **FREE** car seats and booster seats
- **FREE** bike helmets for children
- **FREE** dental kits, including a toothbrush, toothpaste, and floss
- **Money back** each year for your gym or WW® memberships
- **Support** for families throughout pregnancy

New member checklist:

- ✓ Save your PCP's name and phone number in your phone
- ✓ Schedule your next checkup with your PCP and ask if you're due for any screenings
- ✓ Bring a list of medications to your appointment and make sure they are covered
- ✓ Bring a list of specialists you currently see

We're here to help

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888-566-0010 (English)
888-566-0012 (Spanish)
711 (TTY)
Monday – Friday, 8 a.m. – 6 p.m.

24/7 Nurse Advice Line:

800-973-6273

24/7 Mental Health and Substance Use Hotline:

Carelon Behavioral Health
888-217-3501
866-727-9441 (TTY)

MassHealth Customer Service Center:

For questions about Medicaid eligibility and renewing your insurance, call:
800-841-2900
800-497-4648 (TTY)
Monday – Friday, 8 a.m. – 5 p.m.

Learn more:
wellsense.org



*Only for maintenance medications.

**Some restrictions and limitations may apply.