

**WellSense Health Plan  
Addendum to the  
Member Handbook Effective March 7, 2024**

**This is important information on how your coverage has changed from that described in your WellSense Health Plan Member Handbook effective March 7, 2024.** You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

We previously sent you a Member Handbook that includes information about your coverage. This notice is to let you know there are changes in your Member Handbook. Below you will find information describing these changes. Please keep this information for your reference.

If you have any questions please call Member Services at **877-957-1300**. Calls to this number are toll-free. Representatives are available Monday through Wednesday, 8:00 a.m. to 8:00 p.m. ET; Thursday through Friday, 8:00 a.m. to 6:00 p.m. ET.

**Changes to your Member Handbook**

<b>Where you can find the change in your Member Handbook</b>	<b>Original Information</b>	<b>New or Corrected Information</b>	<b>What does this mean for you?</b>
Section 10.4, <b><i>How to file a standard State Fair Hearing appeal and what to expect after you file (standard second level appeal)</i></b> , Page 149 Section 10.5, <b><i>How to file an expedited State Fair Hearing appeal and what to expect after you file (expedited</i></b>	For more information, contact the AAU at <b>1-800-852-3345</b> , extension 4292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.	For more information, contact the AAU at <b>1-800-852-3345</b> , extension 14292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.	The change corrects the extension number for the AAU.

<p><b>second level appeal),</b> Page 151 Section 10.6 <b>,How to request continuation of benefits during appeal and what to expect afterward,</b> Page 153</p>			
<p>NH Long-Term Care Ombudsman – Contact Information <i>Section 2.12</i> <i>How to contact the NH Long-Term Care Ombudsman</i> Page 29</p>		<p><a href="https://www.dhhs.nh.gov/about-dhhs/long-term-care-ombudsman">https://www.dhhs.nh.gov/about-dhhs/long-term-care-ombudsman</a></p>	<p>New website listed</p>
<p>Section 2.13 <i>How to contact the NH DHHS Ombudsman</i> NHHS Ombudsman Page 30</p>	<p><b>1-800-852-3345</b>, ext. 6941 Calls to this number are toll-free. Office hours are Monday through Friday, 8:30 a.m. – 4:30 p.m. ET.</p>	<p><b>1-800-852-3345</b>, ext. 16941 Calls to this number are toll-free. Office hours are Monday through Friday, 8:30 a.m. – 4:30 p.m. ET.  WEBSITE: <a href="https://www.dhhs.nh.gov/about-dhhs/office-ombudsman">https://www.dhhs.nh.gov/about-dhhs/office-ombudsman</a></p>	<p>New extension and website listed</p>
<p>Services covered by your plan <i>Maternity services</i> Page 70</p>	<p>NH Division of Public Health Services toll-free at <b>1-800-852-3345</b>, ext. 4501 (TDD Access Relay: 1-800-</p>	<p>NH Division of Public Health Services toll-free at <b>1-800-852-3345</b>, ext. 14501 (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:30 p.m. ET.</p>	<p>New extension</p>

	735-2964), Monday through Friday, 8:00 a.m. to 4:30 p.m. ET.		
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