

# Member Quick Start Guide

## Welcome to WellSense Health Plan!

We want to help you get the most from your WellSense membership. You'll receive more materials in the mail from us – please read them and save them in case you have questions later.


### Understand your plan


Visit [wellsense.org](https://wellsense.org) to review your Member Handbook, which will explain:

- **Which benefits and services are covered** by your plan, and how you can use them
- **If you have to pay** for any medications or services
- **Your rights** as a member and details about your healthcare plan

### Pick a doctor for your routine care

- **Find a doctor in your area at [wellsense.org](https://wellsense.org).** Your doctor will provide your care and refer you to other doctors when needed, so make an appointment soon.

 Be sure to tell your doctor if you see specialists or take any medications.

 Ask your doctor if they offer after-hours care for when you're feeling sick.

- **Tell us who you picked at [wellsense.org](https://wellsense.org)** or call us. If you don't choose a doctor one will be assigned to you, but you can pick a different one at any time.
- **Tell your doctor about your new insurance.** Some treatments and medicines may need approval before they'll be covered. Have your doctor submit these types of requests to us as soon as possible, even if they were covered by your past insurance.

### Bring your cards



You'll need your WellSense ID Card and your NH Medicaid ID Card at the doctor's office and at the pharmacy.

### Know who to call

#### WellSense Member Services

877-957-1300

711 (TTY/TDD)

#### 24/7 Nurse Advice Line

866-763-4829

#### Vision Services:

800-877-7195

800-428-4833 (TTY/TDD)

#### Rides to Appointments:

844-909-7433

# 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.



## Take a health survey

**New members:** Get a \$30 gift card\*\* for taking a health survey once every 12 months as a member. You'll receive a copy in the mail soon.



## Rides to appointments

**Get rides to scheduled doctor's appointments** when you book your ride 48 hours ahead of time. This doesn't include ER trips.

## Get extra benefits at no cost to you\*\*

- **Earn funds** towards everyday items for healthy activities.
- **Car seats** & booster seats (up to \$65 value)
- **Bike helmets** for children (\$5 value)
- **Money back** each year towards gym membership (\$200 value) or fitness tracker (\$100 value), and WW® membership (\$100 value)

## Log in to [wellsense.org](https://wellsense.org) to manage your account

- ✓ Access your mobile ID card
- ✓ Pick or change your doctor
- ✓ See a history of your medicines and doctors
- ✓ Share new contact information

## Need help?

### For questions about:

What benefits are covered, prescription issues and changing doctors

### Call WellSense Member Services

877-957-1300  
(TTY/TDD: 711)

### For questions about:

Medicaid eligibility, renewing your insurance, and letters received about ending your membership

### Call New Hampshire Medicaid

844-ASK-DHHS

If your contact information, marriage or work status changes, call **New Hampshire Medicaid at 844-ASK-DHHS** right away so you continue to receive important mailings.

**Learn More:** [wellsense.org](https://wellsense.org)

\*Only for maintenance medications.

\*\*Some restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each State fiscal year.

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**WellSense**  
HEALTH PLAN