

Introduction

As we insource behavioral health services, continuity of care (COC) for your patients who are our members is a top priority. As part of our COC plan, we will:

1. Honor existing Carelon authorizations
2. Allow members to continue seeing out-of-network behavioral health providers with whom they have established care through April 30, 2026

Please see below for details.

Approved Carelon authorizations

- We will load all authorizations approved by Carelon and we will honor these authorizations through April 30, 2026, or the end of the authorization, whichever is later.
- You do not need to submit new prior authorization requests for services approved for coverage by Carelon.
- All new services beginning on or after the effective date of behavioral health insourcing (Dec. 1, 2025, for New Hampshire Medicaid and Jan. 1, 2026, for all other products) that require prior authorization will need to be submitted to WellSense for approval.
- Services for which a prior authorization has already been obtained from Carelon do not require resubmission except to extend the authorization for additional dates of service.
- For members who remain admitted to an inpatient level of care at the time of transition, Carelon will manage the admission through discharge. For members admitted after the transition, WellSense staff will manage the inpatient admission.

Out-of-network care

- We will continue to cover established behavioral health services initiated for members, including established healthcare services administered by providers that are out of our provider network. This means we will authorize any established behavioral healthcare services through April 30, 2026.
- If you do not participate with WellSense but have been providing care to one of our members, you may continue seeing that member through April 30, 2026. Please contact the WellSense Provider Service team at provider.info@wellsense.org to discuss an out-of-network authorization. Medical necessity review is required prior to approval.
- If a new member is receiving care from a provider that is out of our network, that member will be expected to transition to a WellSense in-network provider prior to or by April 30, 2026.
- If you are an out-of-network provider interested in joining WellSense's behavioral health network, please contact bhproviders@wellsense.org



Questions

- We developed a Frequently Asked Questions (FAQ) document to outline any questions you may have related to BH insourcing. Please see the Links and Resources section below.

Links and resources

- Behavioral health insourcing: [Behavioral health insourcing | WellSense Health Plan](#)
- Behavioral health insourcing FAQs: [Behavioral health insourcing FAQs | WellSense Health Plan](#)
- Provider policies: [Policies | Providers | WellSense Health Plan](#)

