How to Submit Claims on the Provider Portal

WellSense
HEALTH PLAN

Submitting claims in the provider portal

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Electronic claim submission

Provider portal

Once logged into the provider portal, there are two entry points for submitting a claim:

Patient Management tab

1. From the **Patient Management** tab, select a patient from the drop-down, then click **Claims**.

   Note: If the patient does not appear in the drop-down, click **Search Patients** to locate the correct person and add them to the list.

2. The patient's claims history displays. To add a new claim, click **Add Claim**.

Office Management tab or Quick Links

1. Hover over the **Office Management** menu item and click **Claims**, or in the **Claims** box, click **New**.
2. Click the **Add Claim** tab. Search for the member by typing in their **Last Name**, **Member ID**, or **Medicaid ID** in the **Patient Search** field.
3. Locate and choose the correct member from the list by matching:
   - Name
   - DOB
   - Member ID
   - Effective Dates
4. Click **Select** to add the member to the claim screen.

For additional guidance on entering claim data, refer to the **Submitting Claims Provider Portal Training Guide**.

Enrolling in EFT

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Electronic funds transfer (EFT)

Providers should take advantage of Electronic Funds Transfer (EFT), a convenient and efficient option for claims payments.

EFT permits an electronic direct deposit of WellSense claim reimbursements into the bank that you designate. Advantages of EFT include:

- Prompt payment – no waiting for checks to clear
- Improved cash flow
- No lost checks or postal delays
- Administrative savings
- Reduced paperwork
- Secure payment environment

The EFT authorization form should have been completed when requesting a contract. Providers that still need to sign up for EFT can complete the form and return it to their dedicated Provider Relations Consultant.

Questions?

Thank you for your time!

Provider Engagement
WellSense Health Plan
bhproviders@wellsense.org