

Behavioral health (BH) insourcing

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Overview

This document provides a reference for behavioral health insourcing and resources available for providers.

WellSense behavioral health page

Access the WellSense Behavioral Health Insourcing website by following these steps:

Step 1: Go to www.wellsense.org > *Providers* > *[Massachusetts or New Hampshire]*.

Step 2: Click *Behavioral health insourcing* from the **Important plan information** section.

The following resources are available:

- [Frequently Asked Questions \(FAQs\)](#)
- [Join our behavioral health network](#)
- News and updates
- Training - comprehensive behavioral provider training and portal training

Portal features

The following transactions can be completed on the portal:

- Submit claims and check claim status ([Claim Submission User Guide](#))
- Confirm member eligibility ([Overview Member Eligibility Portal Training Guide](#))
- Submit prior authorizations ([Authorization User Guide](#))
- Other available features

Electronic funds transfer (EFT)

The [EFT Authorization Form](#) must be completed when requesting a contract with WellSense. Providers that need to sign up for EFT may submit the completed form to bhproviders@wellsense.org.

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 and a secure payment environment

Where to Submit claims During BH Insourcing Transition

Line of Business	Dates of Service	Place of Submission
NH Medicaid	Before 12/1/25	<u>Carelon</u>
NH Medicaid	12/1/25 and after	WellSense
All Other Products in MA and NH	Before 1/1/26	<u>Carelon</u>
All Other Products in MA and NH	1/1/26 and after	WellSense

Note: Inpatient claims do not follow the above process (see below).

Where to Submit Inpatient claims during the BH Insourcing Transition

Line of Business	Dates of Service	Place of Submission
NH Medicaid	Admission date prior to 12/1/25 and discharge date post 12/1/25	<u>Carelon</u>
NH Medicaid	Admission date on or after 12/1/25	WellSense
All Other Products in MA and NH	Admission date prior to 1/1/26 and discharge date post 1/1/26	<u>Carelon</u>
All Other Products in MA and NH	Admission date 1/1/26 and after	WellSense

Provider Relations – Reference



Submitting claims for MA

Plan	Timely filing limits
QHP (Qualified Health Plans) including ConnectorCare	• Claims timely filing limit: 90 days. • Appeals timely filing limit: 150 calendar days from the original denial date; no later than 300 calendar days from the date of service.
MassHealth	• Claims timely filing limit: 150 days. • Appeals timely filing limit: 150 calendar days from the original denial date; no later than 300 calendar days from the date of service.

Providers may use the following option to submit claims to WellSense:

Method	Then...
Provider Portal	To expedite payments, providers are encouraged to submit claims electronically using the online portal or third-party clearinghouse.
Clearinghouse (third party)	Providers can register with TriZetto Payer Solutions or use the following clearinghouses: • Gateway EDI • NEHEN (New England Healthcare EDI Network) • Payor ID: 13337
Mail	• Paper claims may be submitted via U.S. mail by filling out the applicable claim forms: ○ Professional Payer Claim Form (CMS-1500) ○ Institutional Paper Claim Form (UB-04/CMS-1450) • Providers may submit claims for covered services rendered to WellSense members to the following mailing address: WellSense Health Plan P.O. Box 55282 Boston, MA 02205-5282 Note: Sending claims via certified mail does not expedite claim processing and may cause additional delays.

Submitting claims for NH

Plan	Timely filing limits
NH Medicaid	• Claims timely filing limit: 120 days. • Appeals timely filing limit: Within 60 days of the original denial date.
NH Medicare Advantage	• Claims timely filing limit: 120 days.

Provider Relations – Reference



	• Appeals timely filing limit: Within 65 days of the original denial date.
NH Clarity	• Claims timely filing limit: 90 days. • Appeals timely filing limit: Within 60 days of the original denial date.

Method	Then...
Provider Portal	To expedite payments, providers are encouraged to submit claims electronically using the online portal or third-party clearinghouse.
Clearinghouse (third party)	Providers can register with TriZetto Payer Solutions or use the following clearinghouses: • Gateway EDI • NEHEN (New England Healthcare EDI Network) • Payor ID: 13337
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Continuity of Care (COC)

Continuity of Care Policy

[Behavioral Health Continuity of Care.pdf](#)

Line of Business	COC Period	Date
NH Medicaid	181 Days	May 31, 2026
All Other Products in MA and NH	150 Days	May 31, 2026

Provider Relations – Reference



Provider support

Resource	Function	Contact info
BH providers email	Dedicated email box for all provider questions related to BH insourcing including: • Contracting • Orientation • Training • Claims • Provider Portal	BHProviders@wellsense.org
BH insourcing landing page on WellSense website	Provides direct access to BH specific information.	WellSense behavioral health page
Provider information	Non-par provider info submission	provider.info@wellsense.org
Provider processing	Changes and onboarding	Provider.BehavioralHealth@wellsense.org
Electronic remittance advice (ERA)	Providers electing electronic remittance advice	ERA.requests@wellsense.org
Provider Service Phone Number	-	(888) 566-0008
Electronic data exchange (EDI)	Questions or issues with EDI claim submissions.	• (617) 748-6175 • providerprocessingcenter@wellsense.org
MassHealth website	General MassHealth information.	Information for MassHealth Providers https://www.mass.gov/topics/information-for-masshealth-providers
Standard MassHealth fee schedule	Questions related to the MassHealth fee schedule.	https://www.mass.gov/doc/managed-behavioral-health-vendor-appendix-l-minimum-fee-schedule/download
MA provider manual	-	Provider Manual - MA
NH provider manual	-	Provider Manual - NH

