

Provider Communications

Massachusetts



formerly BMC HealthNet Plan

Date: September 29, 2023

To: All WellSense Providers

From: WellSense Health Plan

Subject: **Prior Authorization Submission Process Updates**

Product: MassHealth Qualified Health Plans Senior Care Options

Prior Authorization Submission Process Updates

Beginning March 1, 2024, WellSense will require that all inpatient and outpatient authorization requests submitted directly to WellSense be performed via digital submission in our [provider portal](#), also known as HealthTrio. We'll no longer accept faxed authorization requests. All providers are encouraged to convert their prior authorization submission process as soon as possible.*

Using the portal, contracted providers can submit outpatient and inpatient authorization requests, confirm authorization numbers and check the status of authorizations.

Providers can register for portal access by [clicking here](#).

Instructions on using the Health Trio portal for authorization submissions [can be found here](#).

If you're not able to access our provider portal or have other questions please [contact your Provider Relations consultant](#).

*If no other option is available, you can contact your Provider Relations representative, who can assist you with other options.