

Provider Communications

Massachusetts



Date: February 29, 2024

To: All WellSense Health Plan Providers

From: WellSense Health Plan

Subject: **Access to Care Standards**

Product: MassHealth Qualified Health Plans Senior Care Options

Access to Care Standards

When a member requests a primary care or specialty care appointment, providers are required to follow WellSense Health Plan's access to care standards for appointment availability.

We perform an annual provider survey to determine how successful our members are at obtaining appointments. When the standards aren't met, we work with those providers to develop an action plan to help meet access and appointment availability standards. This is part of the contract requirements between WellSense and providers.

Please review the access to care standards in the Provider Responsibilities section of our [Provider Manual](#) and follow these standards.

If you have questions, please contact your dedicated Provider Relations Consultant, email provider.info@wellsense.org or call our Provider Line at 866-566-0008.