# Provider Communications

Massachusetts

WellSense HEALTH PLAN

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| Date: | Dec. 4, 2025 |
| To: | All WellSense Providers |
| From: | WellSense Health Plan |
| Subject: | **Behavioral health claims submission guidance** |
| Product: | ☒ MassHealth ☒ Clarity plans ☐ Senior Care Options |

## Behavioral health claims submission guidance

We are insourcing behavioral health for all Massachusetts products effective Jan. 1, 2026. Effective Jan. 1, all claims for behavioral health services with dates of service of Jan. 1, 2026, or after should be submitted to WellSense rather than to Carelon.

Please see the guidance and reminders below regarding claims submission.

This guidance does not apply to CMHCs or CCBHCs, who have been directly contacted with separate instructions.

### Including identifier information

For claims payment, providers are required to submit claims using the member's WellSense ID and the WellSense payor ID of 13337. This payor ID is used for all WellSense products, including all MassHealth and Clarity plans.

### Additional guidance

For additional guidance on behavior health claims submission, please visit our behavioral health provider page, which also includes information on trainings, policies, FAQs and more.

### Questions

Please reach out to bhproviders@wellsense.org if you have any questions.