

Date: May 15, 2026

To: All WellSense Providers

From: WellSense Health Plan

Subject: **Upcoming holiday closures**

Product: MassHealth MA Clarity plans

Upcoming holiday closures

In observance of Memorial Day, all our offices will be closed on Monday, May 25. This closure includes our Utilization Management (UM) Department and our Provider Service Team. Normal business hours will resume on Tuesday, May 26.

Holiday closure UM guidelines

- Acute care facilities
To ensure timely authorization reviews and avoid delays or adverse determinations, please submit completed clinical documentation for authorization requests no later than close of business on Friday, May 22, 2026, especially if your office's UM contact or support is not available over the weekend.
- Authorization Guidance for Transition to Post-Acute Skilled Nursing Facilities
To support timely transitions of care to skilled nursing facilities:
 - Transfers should proceed when clinically appropriate and medically necessary.
 - We will auto-approve up to 3 days of post-acute skilled nursing level of care without prior authorization.

We appreciate your cooperation in supporting timely, compliant and complete utilization review processes.

Provider Communications

Massachusetts



Additional upcoming holiday closures for 2026

- Friday, July 3
- Monday, Sep. 7
- Thursday, Nov. 26
- Friday, Dec. 25