

Date: Oct. 31, 2025

To: All MassHealth and Massachusetts Clarity plan providers

From: WellSense Health Plan

Subject: **Reduction of prior authorization decision timeframes**

Product:  MassHealth  MA Clarity plans  Senior Care Options

## Reduction of prior authorization decision timeframes

In alignment with CMS Interoperability and Prior Authorization Final Rule (CMS-0057-F), we are updating our prior authorization (PA) response timelines effective Jan. 1, 2026:

- **Standard prior authorization**  
Determinations will now be issued within seven calendar days (previously 14 days).
- **Expedited/urgent requests**  
Determinations will be issued within 72 hours.

These changes correspond to regulatory changes from CMS and ensure that our organization remains compliant with federal standards.

Providers do not need to take any immediate action beyond being aware of the updated timelines and incorporating them into their standard workflows. These changes are designed to enhance care continuity, improve member experience and support timely access to medically necessary services.