

WellSense Public Policies User Guide

All of our public policies are published online at wellsense.org/providers/policies.

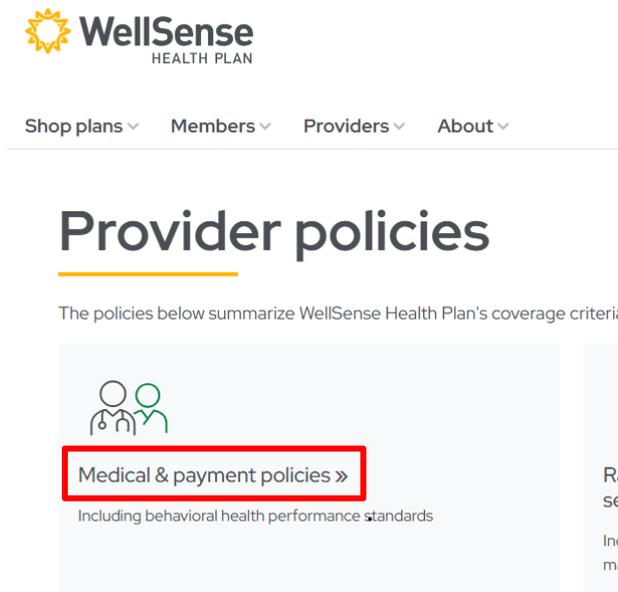
You can visit this page to access our medical, pharmacy, behavioral health and payment policies via PolicyTech using the instructions below. You can also access policies administered by WellSense suppliers, like EviCore or Northwood, from this page.

PolicyTech serves as the official source of truth for public policies administered directly by WellSense. Users should always reference PolicyTech to ensure they are accessing the latest approved policy content.

Accessing our public policies via PolicyTech

Please follow the steps outlined below to access our medical and payment policies.

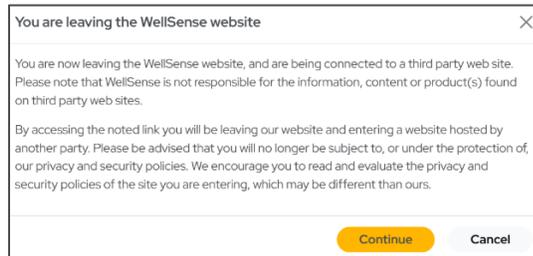
1. Visit wellsense.org/providers/policies.
2. Click on Medical & payment policies.



Note: Other links on this page, such as certain links in the Pharmacy section, may also direct to PolicyTech.

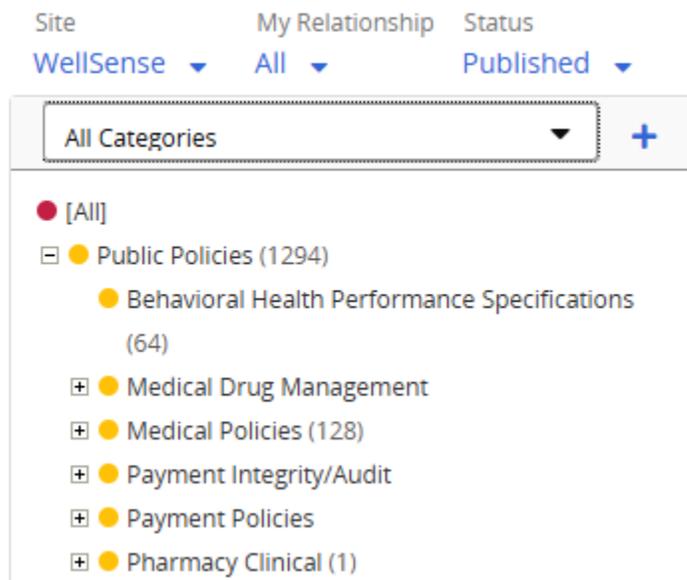
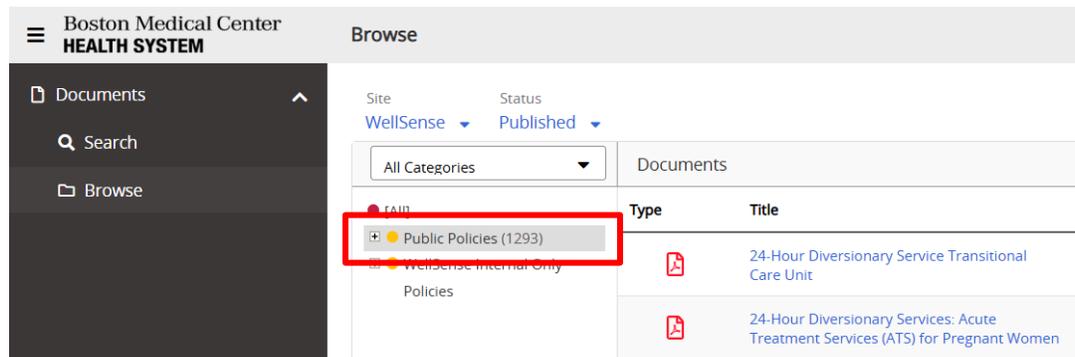
3. You will see a pop up letting you know you are leaving the WellSense site. Click Continue.





- After clicking Continue, you will be brought to our library of public policies hosted by PolicyTech.

Click on Public Policies to find a list of all our published policies sorted alphabetically. You can also click on the + sign to browse by policies by category.



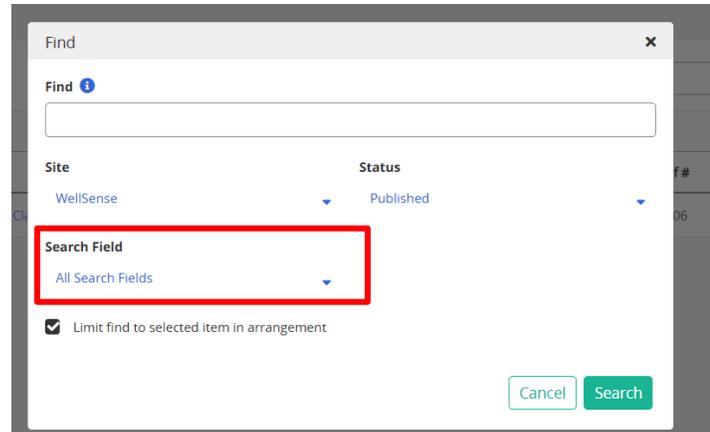
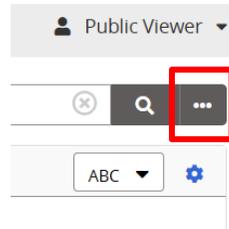
You will also see a button for WellSense Internal Only Policies. This can be ignored.

Searching for a policy

To search for a specific policy:

1. Type your search query in the search bar at the top of right of the page.
2. Hit enter or click the magnifying glass in the top right corner.
3. All policies with your search query will display.

Because this basic search function often finds more results than desired, we strongly recommend refining your search by title or reference number. To refine your search, click the button with three dots, and then click on the option to select a search field.



Two examples of searches for “community behavioral health” are illustrated below to demonstrate the value of searching against specific fields.



These search results were not refined. Note the number of results (144 total) for "community behavioral health."

Documents						
Type	Title	Status	Actions	Publication Date	Ref #	
	24-Hour Diversionary Service Transitional Care Unit	Published	...	01/01/2026	8380	
	24-Hour Diversionary Services: Acute Treatment Services (ATS) for Pregnant Women	Published	...	01/01/2026	8165	
	24-Hour Diversionary Services: Acute Treatment Services (ATS) for Substance Use Disorders	Published	...	01/01/2026	8166	
	24-Hour Diversionary Services: Clinical Stabilization Services (CSS) for Substance Use Disorders	Published	...	01/01/2026	8172	
	24-Hour Diversionary Services: Community-Based Acute Treatment (CBAT) for Children and Adolescents	Published	...	01/01/2026	8176	
	24-Hour Diversionary Services: Community-Based Acute Treatment (CBAT) for Children and Adolescents with Intellectual Disabilities/Autism Spectrum Disorder (ID/ASD)	Published	...	01/01/2026	8175	
	24-Hour Diversionary Services: Co-Occurring Enhanced Residential Rehabilitation Services (RRS) for Substance Use Disorders Effective	Published	...	01/01/2026	8177	



These search results were refined to the Title search field. Note the number of results has been reduced to just 10 and that all results are specific to the search query.

Documents

Type	Title	Status	Actions	Publication Date	Ref #
	Certified Community Behavioral Health Centers, Effective 12/1/2025	Published	...	09/30/2025	8238
	Community Behavioral Health Center - Clarity plans Members	Published	...	12/01/2025	8477
	Community Behavioral Health Center - MassHealth Members, Effective 1/1/2026	Published	...	11/28/2025	8017
	Community Behavioral Health Center (CBHC): Youth Community-Based Mobile Crisis Intervention (YMCI)	Published	...	01/01/2026	8214
	Community Behavioral Health Center (CBHC): Adult Community Crisis Stabilization (ACCS)	Published	...	01/01/2026	8167
	Community Behavioral Health Center (CBHC): Youth Community Crisis Stabilization (YCCS) for Children and Adolescents	Published	...	01/01/2026	8213
	Community Behavioral Health Center, Effective 1/1/2026	Published	...	09/30/2025	8304
	Community Behavioral Health Centers (CBHC) Eff 01/01/26	Published	...	01/01/2026	8173

Page 1 of 1 (10 items) <<

Note: Using the keyword search field is not recommended, as our policies are not consistently tagged with keywords.

Opening, downloading, or sharing a policy

To open a policy, simply click on the title. This will open it within your web browser as a PDF.

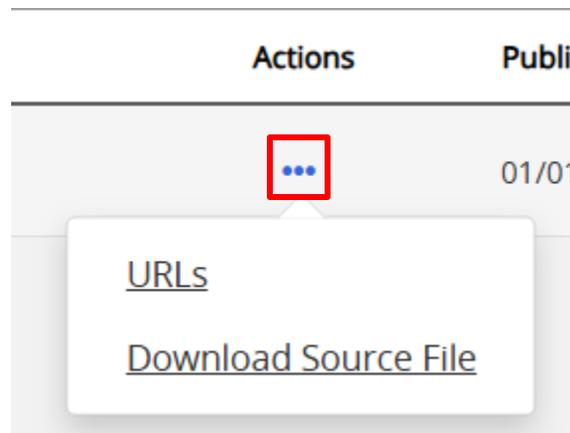
Documents

Type	Title	Status	Actions	Publication Date	Ref #	Date Archived
	Transplant Pancreas or Pancreas-Kidney Effective 01/01/26	Published	...	01/01/2026	2435	Not Archived Yet



You may also use the three dots icon in the search results to either:

- Copy a URL leading directly to the policy that you can share to others
- Download a Word document version of the policy by clicking on Download Source File



Questions?

If you have any questions or need further assistance, please reach out to Provider Service at 888-566-0008.