

Date: June 14, 2023

To: WellSense MassHealth ACO Providers

From: WellSense Health Plan

Subject: **Continuity of Care Ending for New ACO Members**

Product:  MassHealth  Qualified Health Plans  Senior Care Options

## Continuity of Care Ending for New ACO Members

Many elements of WellSense's [Augmented Continuity of Care Policy](#) for new ACO members are expiring on July 4. WellSense established these policies for those ACO members who joined WellSense on April 1 as part of the [1115 MassHealth Demonstration Waiver](#)'s renewal. Beginning July 5, these members will no longer be in a continuity of care period, and unless otherwise noted, they will be subject to all standard WellSense MassHealth ACO plan policies, including [prior authorization requirements](#).

The updates outlined below do not apply to any members outside of the April 1 cohort of new ACO members. Continuity of care for any new WellSense ACO members outside of the April 1 cohort has been and will continue to be subject to WellSense's standard, 30-day Continuity of Care Policy.

### Important updates regarding continuity of care

#### Medical, behavioral health and DME services

- As of July 5, WellSense will deny claims from out-of-network providers unless prior authorization from WellSense has been secured.
- WellSense will continue to approve claims for established care with in-network providers for services requiring prior authorizations if an unexpired prior authorization from the member's former ACO is still valid.
- Any new care will continue to be subject to WellSense's standard [prior authorization policies](#).

# Provider Communications

Massachusetts

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## Pharmacy

- As of July 5, WellSense will deny claims for any fills at out-of-network pharmacies. A list of participating pharmacies can be found on the [MassHealth prescriptions](#) page.
- As of July 5, WellSense will deny for specialty drug fills from any pharmacy other than an [in-network specialty pharmacy](#).
- As of July 5, WellSense will require one of the following for any [prescriptions that require prior authorization](#) on our drug list:
  - An unexpired prior authorization from a member's previous ACO
  - A prior authorization from WellSense
- Beginning October 1, all prior authorizations for prescriptions transferred from members' previous ACOs plans will expire. Any prescriptions marked as requiring prior authorization in our drug list will then need a new approval from WellSense.

## Questions?

If you have any questions, please contact your dedicated provider relations consultant or contact Provider Services at [provider.info@wellsense.org](mailto:provider.info@wellsense.org) or 888-566-0008.