

Important contact information and helpful links

Provider Service Center

IVR is accessible 24 hours a day, 7 days a week for checking member eligibility

- NH Medicaid: 877-957-1300
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- NH Clarity: 855-833-8122
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- NH Medicare Advantage: 866-808-3833
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- Email NHproviderinfo@wellsense.org (for medical) or bhproviders@wellsense.org (for behavioral health)

Member Service Department (all languages)

- NH Medicaid: 877-957-1300 (TTY: 711)
Mon-Wed: 8am-8pm; Thu-Fri 8am-6pm
- NH Medicare Advantage: 855-833-8128 (TTY: 711)
Mon-Fri: 8am-8pm (daily Oct. 1 – March 31)
- NH Clarity: 855-833-8122 (TTY: 711)
Mon-Fri: 8am – 6pm

Prior authorization requests Utilization Management

Notification for all behavioral health services requiring prior authorization. View the prior authorization matrix at wellsense.org.

Submit requests at <https://bmc-wellsense.healthtrioconnect.com> or fax completed forms with supporting documentation:

Emergent Admissions and Observation Notifications

- NH Medicaid Fax: 866-813-8607
- NH Clarity Fax: 866-813-8607
- NH Medicare Fax: 866-366-2445



**Prior authorization requests
Utilization Management**

Notification for all medical services requiring prior authorization. View the prior authorization matrix at wellsense.org. Also review the **Other services managed by our partners** section below.

Submit requests at <https://bmc-wellsense.healthtrioconnect.com> or fax completed forms with supporting documentation:

New requests

- NH Medicaid: 603-218-6634
- NH Clarity: 603-218-6634
- NH Medicare Advantage: 866-336-2445

Additional clinical information

- NH Medicaid: 603-218-6667
- NH Clarity: 603-218-6667
- NH Medicare Advantage: 866-336-2445
- NH Consent Forms: 603-218-6725

**In-patient notifications
Utilization Management**

Notification of all inpatient admissions

See [EviCore](#) section for below for full description of managed services

Inpatient Admissions

- NH Medicaid Fax: 866-813-8607
- NH Clarity Fax: 866-813-8607
- NH Medicare Advantage: 866-336-2445

Additional clinical information

- NH Medicaid Fax: 866-837-5725
- NH Clarity Fax: 866-837-5725
- NH Medicare Advantage Fax: 866-336-2445

**Behavioral health and
substance use services**

including inpatient hospitalizations and outpatient counseling

- Visit: wellsense.org/find-a-provider
- Email: bhproviders@wellsense.org



New Hampshire Provider Quick Reference Guide



Physical and Behavioral Health Care Management

- Call WellSense for all products: 855-833-8119

Pharmacy Benefit

Retail and mail order dispensed drug list questions or prior authorization requests

General Questions:

- NH Medicaid: 877-957-1300
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- NH Clarity: 877-957-1300
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- NH Medicare Advantage: 866-808-3833
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- Submit Prior Authorization Requests online:
<https://www.wellsense.org/providers/pharmacy/prior-authorizations>

Web-based pharmacy services

Formulary and Preferred Drug List (PDL), forms, pharmacy networks and prior authorization policies

- Visit wellsense.org/providers/nh/pharmacy

Provider Relations

- Email nhproviderinfo@wellsense.org (for medical) or bhproviders@wellsense.org (for behavioral health)

WellSense Quality Management Department

Providers must report serious events or adverse incidents related to our members

- Call: 603-263-3030

New Hampshire DHHS Medicaid Division

- Visit dhhs.nh.gov



Other services managed by our partners

Partner	Type of Service	Contact Information
Cornerstone Health Solutions (Primary) Accredo (Secondary specialty)	Mail order and specialty pharmacy	• Call: 844-319-7588 • Fax: 781-805-8221 • Mail Order Fax: 781-805-8245 • Mail: 40 Teed Drive, Randolph, MA 02368 • Call: 844-516-3319 • Fax: 800-391-9707
EviCore Healthcare	Non-emergent outpatient radiology services, such as MRIs/MRAs, CT/CTA, PET scans, nuclear cardiology studies, MSK and genetic lab testing.	• Call: 888-693-3211 • Fax: 888-693-3210 • Visit: www.evicore.com Genetic testing • Phone: 844-725-4448 prompt #2 • Fax: 844-545-9213 Musculoskeletal services • Phone: 844-725-2228 prompt#3 (physical medicine) • Fax: 855-774-1319
Care Continuum	Provider administered (buy and bill) drugs	Check the WellSense HCPCS tool to see if a prior authorization is required for a drug: https://www.wellsense.org/providers/prior-authorization • Submit prior authorizations • Web: www.evicore.com • Call: 866-716-8338 • Fax: 833-812-0687



New Hampshire Provider Quick Reference Guide



Express Scripts	Prescription drug benefits including retail and mail	Prior Authorizations: - Visit: https://www.wellsense.org/providers/pharmacy/prior-authorizations - NH Medicaid - Fax: 833-951-1680 - Phone: 877-417-1839 - NH Clarity - Fax: 833-951-1680 - Phone: 877-573-1929 - NH Medicare Advantage - Fax: 877-251-5896 - Phone: 877-417-1828
Mom's Meals Medicare Only post-acute admissions	Meals at Home program Note: Mom's Meals is the vendor name not the program name.	NH Medicare Advantage: 855-833-8128
Northeast Delta Dental	Preventative / comprehensive Dental Services	NH Medicare Advantage: 833-884-1360
Northwood, Inc.	Durable medical equipment	- Call: 866-802-6471 - Fax: 877-552-6551 - Visit: northwoodinc.com - Email: provideraffairs@northwoodinc.com



New Hampshire Provider Quick Reference Guide



Vision Service Plan (VSP)	Vision benefits	• VSP Provider line: 800-615-1883 • Medicare Member Service line: 855-492-9028 • TTY/TDD line: 800-428-4833 • Visit: vsp.com
WellSense Transportation	Non-emergent transportation services	• NH Medicaid: 844-909-RIDE (844-909-7433) • NH Clarity: 877-957-1300 • NH Medicare Advantage: 855-833-8128

Claims, appeals and authorizations

Claims submissions (re: Northwood, VSP – see Section 9 of WellSense Provider Manual)

Electronic claims	• Questions regarding EDI submission: 617-748-6175 or ITOpsSupport@wellsense.org • For additional information EDI Claims Manual Companion Guide, available at wellsense.org
Professional charges, DME or supplies	• Electronic claims: submit an 837 transaction • Paper claims: submit a CMS 1500 form. • For claim forms and guidelines, visit wellsense.org
Facility charges	• Electronic claims, submit an 837 transaction • Paper claims; submit a UB-04 form • For claim forms and guidelines visit wellsense.org



New Hampshire Provider Quick Reference Guide



Paper claim submissions

- Email: ClaimsMailroom@wellsense.org

WellSense Health Plan
Claims Department
PO Box 55049
Boston, MA 02205-5049

Provider administrative claim appeals

To appeal a claim denied by WellSense: Submit the Request for Claim Review Form available at wellsense.org Refer to the Provider Manual on Wellsense.org for filing limit and other important information. Providers may also call the Provider Services Department to speak to a Provider Services Consultant regarding filing an appeal and to check appeal status.

- Submit appeals with supporting documentation via <https://bmchp-wellsense.healthtrioconnect.com> (fastest way to submit) or mail to:

WellSense Health Plan
Attn: Provider Appeals
PO Box 55049
Boston, MA 02205-5049



Secure provider portal

HealthTrio Connect, our secure online provider portal, is your first and primary tool for working with WellSense Health Plan. Once registered you will have access to the below functions and more:

- Verify Member Eligibility
- Submit Claims
- View Claim Status
- View Remittance Advice
- Submit Prior Authorization

Requests

- View Prior Authorization Status
- Download Reports
- Submit Appeals

- Register or log into the Provider portal:
<https://bmchp-wellsense.healthtrioconnect.com>
- Access Provider Portal Training Guides:
wellsense.org/providers/nh/submit-claims/training-and-support

