

Important Contact Information and Helpful Links

Provider Services Center IVR is accessible 24 hours a day, 7 days a week for checking member eligibility	<ul style="list-style-type: none"> WellSense NH Medicaid: 877-957-1300 Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays) WellSense NH Medicare Advantage: 866-808-3833 Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
Member Services Department (all languages)	<ul style="list-style-type: none"> WellSense NH Medicaid: 877-957-1300 Mon-Wed: 8am-8pm; Thu-Fri: 8am-6pm WellSense NH Medicare Advantage: 855-833-8128 8am-8pm 7 days a week
Care Management	<ul style="list-style-type: none"> Call WellSense: 855-833-8119 For Carelon: 866-434-5655
Acute Care Coordination (ACC) Notification of Inpatient Admission/Observation	<ul style="list-style-type: none"> Fax WellSense NH Medicaid: 866-813-8607 Fax WellSense NH Medicare Advantage: 866-336-2445
Nurse Advice Line	<ul style="list-style-type: none"> Call WellSense: 866-763-4829 24 hours a day, 7 days a week
Deaf and hearing impaired line	<ul style="list-style-type: none"> Call 711
Web-based pharmacy services Benefits and Preferred Drug List (PDL), forms and prior authorization process	<ul style="list-style-type: none"> Visit wellsense.org/providers/nh/pharmacy
Provider Relations	<ul style="list-style-type: none"> Email nhproviderinfo@wellsense.org
WellSense Quality Management Department Providers must report a serious reportable event or adverse incident related to a WellSense member.	<ul style="list-style-type: none"> Call: 603-263-3030
New Hampshire DHHS Medicaid Division	<ul style="list-style-type: none"> Visit dhhs.nh.gov



Services Managed by Our Partners

Partner	Type of Service	Contact Information
Carelon Behavioral Health	Mental health and substance abuse services including inpatient hospitalizations and outpatient counseling	<ul style="list-style-type: none"> • Call 24 hours a day for help finding a network provider: 855-834-5655 • TTY/TDD line: 711 • Visit: carelonbehavioralhealth.com or wellsense.org/find-a-provider
WellSense Transportation	Non-emergent transportation services	<ul style="list-style-type: none"> • WellSense NH Medicaid: 844-909-RIDE (844-909-7433) • WellSense NH Medicare Advantage: 844-458-6226 • Visit: "Transportation" at wellsense.org/providers/nh
Express Scripts	Outpatient pharmacy services including prescription drug benefits	<ul style="list-style-type: none"> • WellSense NH Medicaid: 877-957-1300 • WellSense NH Medicare Advantage: 855-833-8128 • Prior Authorizations: 877-417-1839 • Visit: wellsense.org/providers/nh/pharmacy
Cornerstone Health Solutions (Primary)	Mail Order and Specialty Pharmacy	<ul style="list-style-type: none"> • Call: 844-319-7588 • Fax: 781-805-8221 • Mail Order Fax: 781-805-8245 • Mail: 40 Teed Drive, Randolph, MA 02368
Accredo (Secondary)		<ul style="list-style-type: none"> • Call: 844-516-3319 • Fax: 800-391-9707
EviCore Healthcare	Non emergent outpatient radiology services, such as MRIs/MRAs, CT/CTA, PET scans, and nuclear cardiology studies	<ul style="list-style-type: none"> • Call: 888-693-3211 • Fax: 888-693-3210 • Visit: www.evicore.com
Northwood, Inc. (NW)	Durable medical equipment	<ul style="list-style-type: none"> • Call: 866-802-6471 • Fax: 877-552-6551 • Visit: northwoodinc.com • Email: provideraffairs@northwoodinc.com
Vision Service Plan (VSP)	Vision benefits	<ul style="list-style-type: none"> • VSP Provider line: 800-615-1883 • Medicare Member Service line: 855-492-9028 • TTY/TDD line: 800-428-4833 • Visit: vsp.com



DentaQuest	Preventative/Comprehensive Dental Services	<ul style="list-style-type: none"> WellSense NH Medicare Advantage: 833-955-3363
Mom's Meals	Meals at Home Program	<ul style="list-style-type: none"> WellSense NH Medicare Advantage: 855-833-8128

Claims, Appeals and Authorizations

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

Electronic claims	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Electronic claims: submit an 837 transaction Paper claims: submit a CMS 1500 form. For claim forms and guidelines, visit wellsense.org
Facility charges	<ul style="list-style-type: none"> Electronic claims, submit an 837 transaction Paper claims; submit a UB-04 form For claim forms and guidelines visit wellsense.org
Paper claim submissions	<p>WellSense Health Plan Claims Department PO Box 55049 Boston, MA 02205-5049</p> <p>Email: ClaimsMailroom@BMCHP-wellsense.org</p>

Provider Administrative Claim Appeals

<p>To appeal a claim denied by WellSense: Submit the Request for Claim Review Form (available at wellsense.org) within 30 calendar days from the original denial date.</p>	<p>Submit appeals with supporting documentation via https://bmchp-wellsense.healthtrioconnect.com (fastest way to submit) or mail to:</p> <p>WellSense Health Plan Attn: Provider Appeals PO Box 55049 Boston, MA 02205-5049</p>
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Provider Appeals

<p>Providers should call the Provider Services Department to speak to a Provider Services Consultant regarding filing an appeal and to check the status of an appeal.</p>	<p>Mail appeal with supporting documentation to:</p> <p>WellSense Health Plan Attn: Appeals Department 529 Main Street, Suite 500 Charlestown, MA 02129</p>
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Prior Authorization Information

Providers should call the Provider Services Department to inquire if a specific service or product requires Prior authorization, or, view the prior authorization matrix on our website: wellsense.org.

- Submit Requests Online (most efficient method): <https://bmchp-wellsense.healthtrioconnect.com> or,
- Fax completed forms with supporting documentation:
WellSense NH Medicaid: 603-218-6634
NH Medicare Advantage: 866-336-2445

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

- 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

