

Important Contact Information and Helpful Links

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



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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



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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
Northeast Delta Dental	Preventative/Comprehensive Dental Services	<ul style="list-style-type: none"> • WellSense NH Medicare Advantage: 833-884-1360
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

1155 Elm Street, 5th Floor Manchester, NH 03101

wellsense.org



NH Provider Relations email: NHProviderInfo@wellsense.org

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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.

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

Provider Appeals

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.

Mail appeal with supporting documentation to:

WellSense Health Plan
Attn: Appeals Department
529 Main Street, Suite 500
Charlestown, MA 02129

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

