

DATE: April 14, 2021
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **Well Sense Health Plan Provider Portal *MyHealthNet***
PRODUCT: *Well Sense Health Plan*

MyHealthNet Provider Portal Features

We wanted to remind you about our improved Provider Portal, [MyHealthNet](#) that was launched last summer. Based on provider feedback, enhancements were made to provide a more streamlined process for providers, leaving more time to focus on patients and, ultimately, making your job easier.

Check out the [MyHealthNet](#) homepage to access top timesaving features.



When you log-in, be on the look-out for:

- 1) Improved Claims Process:** Providers can submit Professional Claims, Corrected Claims, Appeals, COB, EOB, TPL review requests, online and get reimbursed faster. Claim Status Inquiries also available and mandated via our Portal as of 4/1/21.
- 2) Streamlined Prior-Authorization Process:** Our online Prior-Auth function allows submission of authorization requests as well as status review. The process is now more intuitive and allows providers to upload supporting documentation to their requests.
- 3) New Member PCP Update Feature:** Providers can now request Member PCP updates online, via our Portal, while the member is in the office. This saves you time and paperwork!

To assist you, please use our step-by-step [training guides](#) or [login to MyHealthNet](#) and access them from the homepage.

- [Provider Registration Guide](#)
- [Basic Functionality & Member Eligibility Guide](#)
- [Office Management Guide](#)
- [Manage Member Information Guide](#)
- [Claim Submission Guide](#)
- [Request for Claim Review Guide](#)
- [Authorization Guide](#)

Thank you for your continued support to our members. If you have any questions or would like to schedule additional training, please contact your dedicated Provider Relations Consultant.