

**DATE:** November 30, 2020  
**TO:** All Well Sense Health Plan Providers  
**FROM:** Well Sense Health Plan  
**SUBJECT:** **2020 Well Sense Provider Manual Update Highlights**

## **2020 Well Sense Provider Manual Updates**

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The Well Sense Health Plan Provider Manual will be updated effective February 1, 2021. Modifications from the current manual include the below changes. For more detail, please see our [Feb 2021 Well Sense Provider Manual](#).

- Express Scripts - Outpatient Pharmacy Benefit Manager - Sections 7.4 and 8.2
- Credit Balance Process Update - Section 9.12
- Negative Balance Process Update – Section 9.13
- Discharge Information Sharing Update - Section 4.2

For any questions, please contact your dedicated Provider Relations Consultant or email [NHProviderInfo@WellSense.org](mailto:NHProviderInfo@WellSense.org).