

DATE: June 26, 2020
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **Provider Manual Updated and Posted**

Provider Manual Updated and Posted

We have updated the Well Sense Health Plan *Provider Manual* and posted it to our website in the [Provider Section at wellsense.org](https://wellsense.org).

General Information

Through our online *Provider Manual* you can find the most current information about administering Well Sense Health Plan. Topics include:

- Member Rights and Responsibilities
- Information about the quality improvement program
- Care Management and Disease Management program identification of members (using medical and pharmacy claims, utilization management, discharge, and data gathered from providers, members, and the State), how to refer members, and how Well Sense Health Plan works with members once enrolled in these programs
- Obtaining utilization management criteria
- Policy on financial incentives for utilization management decision makers
- Contacting a physician reviewer
- Practitioner credentialing rights
- How to use pharmaceutical management procedures including prior authorization, quantity limits (including limits on doses, refills, and prescriptions), generic substitution, therapeutic interchange, step therapy, and providing information to support the exceptions process
- How formulary updates are communicated and how often
- Policy on second opinions
- Statement about utilization management incentives

Updated Information

Updates from the last Well Sense Provider Manual include:

- New Mail Order and Specialty Pharmacy - Sections 13 & 7.4; Cornerstone Health Solutions
- New Well Sense Transportation Line – Sections 4.17 & 7.4; 844-909-RIDE
- Discharge Information Sharing Update – Section 8.4
- Administrative Claims Appeals Process Update – Sections 9 & 10

You can visit wellsense.org/providers/pharmacy for a list of pharmaceuticals, including restrictions, preferences, and copayments.

If you require a copy of the *Provider Manual*, please call your dedicated Provider Relations Consultant.