



Provider Notice

Date: January 24, 2019

To: All Well Sense Health Plan Network Providers

Claims Denied in Error

Claims submitted to Well Sense Health Plan with dates of service January 1, 2019 through January 18, 2019, and with billed units exceeding one unit, have been denied in error. The disallowed code assigned was “Z67” and “Exceeds the maximum number of units.”

However, as of January 19, 2019, claims have processed accurately. Well Sense has identified affected claims for priority reprocessing this Monday, January 28. Manual claims, such as Coordination of Benefits claims, will be updated within 30 days from January 28. Upon reprocessing, claims will reflect accurately within our secure provider portal, [HealthTrio Connect](#).

For questions, please:

- Contact your dedicated Well Sense Provider Relations Consultant, or
- Email NHProviderInfo@WellSense.org, or
- Call Provider Services at 877-957-1300

We apologize for the inconvenience.