

DATE: February 20, 2020
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **Provider Administrative Claims Appeals**

Update to Provider Administrative Claims Appeals Process

Well Sense Health Plan currently allows providers to dispute payments by submitting provider administrative claims appeals. We have researched the history of this practice and discovered that the second level appeal option is not often utilized in the industry. Given the administrative resources placed upon providers and our plan alike, **we have decided to no longer accept second level provider administrative claims appeals**. This change will take effect Monday, March 20, 2020.

We will increase efforts to ensure that all appeals are processed timely and accurately. In order to assist with this process, providers will be required to submit **all** required documentation when submitting a provider administrative claim appeal. Additional documents will not be accepted after an appeal has been completed. As a reminder, providers are required to submit appeals timely and abide by the General Rules for Submission of a Provider Administrative Claims Appeal, which begin on page 3 of the updated [Provider Administrative Claims Appeals policy](#).

Additionally, questions pertaining to the status or outcome of a provider administrative claims appeal must be directed to our Provider Services department at 1-877-957-1300. The Provider Services and Provider Appeals teams will work collaboratively to respond to your inquiries.

General Information

The Provider Administrative Claims Appeals policy, Policy O.5.020, is applicable to providers who treat members enrolled in Well Sense Health Plan. This updated policy is located at www.wellsense.org. If you do not have web access, you may contact your Provider Relations Consultant for a copy. The policy will be posted on the website and available from your provider relations consultant by March 20, 2020.

Questions?

If you have any questions about this Network Notification, please contact your dedicated Provider Relations Consultant or call the Provider Line at 1-877-957-1300. All Well Sense Health Plan Network Notifications and policies are available online at wellsense.org.