

**DATE:** March 12, 2021  
**TO:** All Well Sense Health Plan Providers  
**FROM:** Well Sense Health Plan  
**SUBJECT:** **Claims Status Inquiries**

## Claims Status Inquiries Exclusively Available via MyHealthNet

As you know, you can check the status of your claims via [MyHealthNet](#). This feature saves you time and resources allowing you to check on as many claims as you would like at any given time.

Due to the success of this self-service tool and our efforts to make our call center staff available to assist more complex inquiries, **we are mandating that the request for the status of claims be verified via our portal effective, April 1, 2021.**

Please share this important information with your billing agencies and third party billers to ensure access to our secure portal is established prior to April 1.

We are happy to assist you further should you require additional information on your claim once you have reviewed the status. Please remember, we can assist you with 3 claims during one call.

We hope you have been utilizing our other updated claims features provided to you via [MyHealthNet](#). In addition to checking the status of your claims with no wait, you can also submit claims with attachments of corrected claims, appeals, COB and TPL review requests more efficiently via [MyHealthNet](#). This process uses an online Universal Claims Review form so you'll save time printing and mailing or faxing that form.

Visit [MyHealthNet](#) to log in with your secure login ID or to register for your ID.

If you have any questions or need assistance with *MyHealthNet*, please reach out to your dedicated Provider Relations Consultant or email us at [NHProvider.Enrollment@WellSense.org](mailto:NHProvider.Enrollment@WellSense.org).