

DATE: April 19, 2021
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: High Volume Prior Auth Requests

High Volume Prior Authorization Requests

Well Sense Health Plan is receiving a high volume of calls and requests for prior authorizations. We are currently addressing requests received within the past 13 days and your patience is appreciated as we work through the volume.

For a more streamlined process, please submit prior authorization requests via [MyHealthNet](#). The online functionality allows providers to submit authorization requests, upload supporting documentation and check the status of requests. Please submit prior authorization documents for one member at a time and attach the required clinical information with your original request. If you need information about whether a service requires prior authorization, you can access the [CPT/HCPCS Code Look Up tool](#).

Thank you for your patience and your continued support as a Well Sense Health Plan partner.