

DATE: June 26, 2020
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: Submission of Clinical Documentation

Timely Submission of Clinical Documentation

Effective 9/1/2020, Well Sense Health Plan Inpatient Utilization Management department requires that clinical documentation be submitted to the Plan within 24 hours from the submission of the Notification of Admission.*

This will allow the Plan to review the request for inpatient admission within our mandated timeframes and we will in turn render a decision back to you sooner. Please note that the timeframe for the Notification of Admission has not changed; the Notification of Admission is due within one business day of the admission.

Well Sense Health Plan values your commitment to our members and we appreciate your support with respect to these turn-around times.

*If we have access to your EMR, this requirement will not affect your facility. If you would like to discuss EMR access with us, please contact your Provider Relations Consultant.