

**DATE:** January 29, 2021  
**TO:** All Well Sense Health Plan Providers  
**FROM:** Well Sense Health Plan  
**SUBJECT:** **Authorization Requests – Currently Experiencing High Volume**

## Authorization Requests

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Well Sense Health Plan is experiencing a high volume of authorization requests due to our transition to a new medical management system.

We are notifying providers of authorization decisions within 14 days for standard requests, and within 72 hours for urgent requests. Please attach clinical information with requests in order to help expedite the processing.

**Providers are reminded to only mark requests as urgent when the request meets this definition:** Any request for medical care or treatment where the time period for making non-urgent care determination could either seriously jeopardize the life or health of the member, based on a prudent layperson's judgment or in the opinion of a practitioner with knowledge of the member's medical condition, would subject the member to severe pain or injury that cannot be adequately managed without the care or treatment being requested.

We also remind you of the importance of submitting your request for PA via our [Provider Portal](#) for the most efficient processing. You can attach your clinical information directly via the portal.

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

Thank you for your patience as we continue to process your requests as quickly as possible