

DATE: January 28, 2020
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **Claims Status Inquiries**

Claims Status Inquiries – Available via our Provider Portal

As you know, you can check the status of your claims via *MyHealthNet*, our Provider Portal. This is an excellent feature that saves you time and resources while 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 efforts to make our call center staff available to assist you more efficiently with other needs, we are mandating that the request for the status of claims be verified via our portal effective, April 1, 2021.

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 enjoying our other updated claims features provided to you via our Provider Portal, [MyHealthNet](#) as well.

As a reminder, in addition to checking the status of your claims with no wait, you can also submit Claims through [MyHealthNet](#). You also have the ability to submit attachments with corrected claims, appeals, COB and TPL review requests online for a more efficient process. This process uses an online Universal Claims Review form so you'll save time printing and mailing/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.