

DATE: July 31, 2019
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **2019 Well Sense Provider Manual Update Highlights**

In follow up to the recent Well Sense Health Plan communication regarding upcoming Provider Manual changes, required as part of continuation of our Managed Care Organization contract with the New Hampshire Department of Health and Human Services effective September 1, 2019, please find the below summary of primary changes. For more detail, please see our [Well Sense Provider Manual](#).

Claims

- Increased submission limit - The timely filing limit has been increased from 90 days for an **initial claim** to **120 days**. Please refer to the Provider Manual for additional details on Corrected Claims and Appeals.

Call Center

- Increased access - Well Sense Customer Care for Providers to include Saturday mornings
 - Monday– Friday, 8 a.m.–6 p.m. Saturday–, 9 a.m.–12 p.m., except holidays
 - 1-877-957-1300 option 3

Care Management

- Access timeframe reduction - Transitional Home Care or care that is available with a home care nurse, a licensed counselor, and/or therapist (physical therapist or occupational therapist) is to be made available *within two (2) calendar days* (previously had been 7 calendar days) of discharge from inpatient or institutional care for physical or mental health disorders, if ordered by the Member's PCP or specialty care Provider or as part of the discharge plan.

Quality Management

- Reporting timeframe change - Immediate reporting to the Plan is required by providers upon discovery of the following events that occur at a facility or setting providing care or services to Well Sense members: non-behavioral Sentinel Events (SEs), Serious Reportable Events (SREs) Hospital Acquired Conditional (HACs) and Provider Preventable Conditions (PPCs) Sentinel Events.

Grievances and Appeals

Clarified processes for:

- Grievances – Expanded process includes a written response sent to the member or authorized representative by the Plan within 45 calendar days of the grievance unless the grievance is extended. Well Sense may extend the grievance up to 14 calendar days, if necessary.
- DHHS State Fair Hearing – Expanded process clarifies time frames and how to initiate, when desired, a request for a hearing upon exhaustion of Well Sense’s internal appeals process.

For any questions, please contact your dedicated Provider Relations Consultant or email NHProviderInfo@WellSense.org.