

Member Quick Start Guide

Welcome to WellSense Health Plan!

We want to help you get the most from your WellSense membership. You'll receive more materials in the mail from us – please read them and save them in case you have questions later.

Understand your plan

Review your Member Handbook for information about your covered benefits, medication costs, and your rights as a member. You can find a copy of your Member Handbook online at wellsense.org.

Schedule your no-cost well visit

Take full advantage of your healthcare benefits by making an appointment with your doctor for a yearly no-cost exam. These visits are an important part of staying healthy because they let you and your doctor track changes in your health over time.

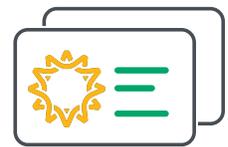
- Be sure to tell your doctor if you see specialists or take any medications.
- Ask your doctor if they offer after-hours care for when you're feeling sick.

If you need to change your doctor for any reason, you can find in-network providers at wellsense.org or call our Member Services team for assistance.

Log in to wellsense.org to manage your account

Don't forget that you can login to wellsense.org at any time to manage your account details. Once you create a log in you can pick or change your doctor, see a history of your providers and medications, as well as update your contact information.

Bring your cards



You'll need your WellSense ID Card and your NH Medicaid ID Card at the doctor's office and at the pharmacy.

Know who to call

WellSense Member Services

877-957-1300
TTY: 711

24/7 Nurse Advice Line

866-763-4829

Vision Services:

800-877-7195
TTY: 800-428-4833

Rides to Appointments:

844-909-7433



Get started at
wellsense.org



We revolve around you.

Take advantage of all your benefits



Get meds in the mail

Save money and time* when you have a supply of medicines that you take regularly mailed to you in bulk.



Money back on fitness

Money back** each year towards a gym membership (\$200 value) or fitness tracker (\$100 value), and WW® membership fees (\$100 value).



Rides to appointments

Get rides to scheduled doctor's appointments when you book your ride 48 hours ahead of time. This doesn't include ER trips.



Extras for kids

No cost car seats & booster seats (up to \$65 value) and bike helmets for children (\$5 value)**.



Help with health aids

Get replacement eyes glasses for adults once every 12 months (\$60 value) and reimbursement for hearing aids (\$20 value)**.

Need help?

WellSense Member Services:
877-957-1300 (TTY/TDD: 711)

Call for questions about what benefits are covered, issues with prescriptions, or to get help changing providers.

New Hampshire Medicaid:
844-ASK-DHHS

Call with questions about your Medicaid eligibility or if your contact information, marriage or work status changes.

Discover all of the extras available to you at wellsense.org/nhextras

Learn more:
wellsense.org



*Only for maintenance medications.

**Some restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each State fiscal year.

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