

Important contact information and helpful links

Provider Services Center

IVR is accessible 24 hours a day, 7 days a week for checking member eligibility

- NH Medicaid: 877-957-1300
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- NH Clarity: 855-833-8122
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- NH Medicare Advantage: 866-808-3833
Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays)
- NHproviderinfo@wellsense.org

Member Service Department (all languages)

- NH Medicaid: 877-957-1300 (TTY: 711)
Mon-Wed: 8am-8pm; Thu-Fri 8am-6pm
- NH Medicare Advantage: 855-833-8128 (TTY: 711)
Mon-Fri: 8am-8pm (daily Oct. 1 – March 31)
- NH Clarity: 855-833-8122 (TTY: 711)
Mon-Fri: 8am – 6pm

Prior authorization requests

Utilization Management

Notification for all medical services requiring prior authorization. View the prior authorization matrix at wellsense.org. Also review the **Other services managed by our partners** section below.

Submit requests at <https://bmc-wellsense.healthtrioconnect.com> or fax completed forms with supporting documentation:

New requests

- NH Medicaid: 603-218-6634
- NH Clarity: 603-218-6634
- NH Medicare Advantage: 866-336-2445

Additional clinical information

- NH Medicaid: 603-218-6667
- NH Clarity: 603-218-6667
- NH Medicare Advantage: 866-336-2445
- NH Consent Forms: 603-218-6725



<p>In-patient notifications Utilization Management Notification of all inpatient admissions</p>	<p>See EviCore section for below for full description of managed services</p> <p>Inpatient Admissions</p> <ul style="list-style-type: none"> NH Medicaid Fax: 866-813-8607 NH Clarity Fax: 866-813-8607 NH Medicare Advantage: 866-336-2445 <p>Additional clinical information</p> <ul style="list-style-type: none"> NH Medicaid Fax: 866-837-5725 NH Clarity Fax: 866-837-5725
<p>Physical and Behavioral Health Care Management</p>	<ul style="list-style-type: none"> Call WellSense for all products: 855-833-8119
<p>Pharmacy Benefit Retail and mail order dispensed drug list questions or prior authorization requests</p>	<p>General Questions:</p> <ul style="list-style-type: none"> NH Medicaid: 877-957-1300 Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays) NH Clarity: 877-957-1300 Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays) NH Medicare Advantage: 866-808-3833 Mon-Fri: 8am-6pm, Sat: 9am-12pm (except holidays) Submit Prior Authorization Requests online: https://www.wellsense.org/providers/pharmacy/prior-authorizations
<p>Web-based pharmacy services Formulary and Preferred Drug List (PDL), forms, pharmacy networks and prior authorization policies</p>	<ul style="list-style-type: none"> Visit wellsense.org/providers/nh/pharmacy
<p>Provider Relations</p>	<ul style="list-style-type: none"> Email nhproviderinfo@wellsense.org
<p>WellSense Quality Management Department Providers must report serious events or adverse incidents related to our members</p>	<ul style="list-style-type: none"> Call: 603-263-3030
<p>New Hampshire DHHS Medicaid Division</p>	<ul style="list-style-type: none"> Visit dhhs.nh.gov



Other services managed by our partners

Partner	Type of Service	Contact Information
Carelon Behavioral Health Prior authorization and inpatient notification	Mental health and substance abuse services including inpatient hospitalizations and outpatient counseling	<ul style="list-style-type: none"> • Call 24 hours a day for help finding a network provider: 855-834-5655 • Visit: carelonbehavioralhealth.com or • Visit: wellsense.org/find-a-provider
Cornerstone Health Solutions (Primary) Accredo (Secondary specialty)	Mail order and specialty pharmacy	<ul style="list-style-type: none"> • Call: 844-319-7588 • Fax: 781-805-8221 • Mail Order Fax: 781-805-8245 • Mail: 40 Teed Drive, Randolph, MA 02368 • Call: 844-516-3319 • Fax: 800-391-9707
EviCore Healthcare	Non-emergent outpatient radiology services, such as MRIs/MRAs, CT/CTA, PET scans, nuclear cardiology studies, MSK and genetic lab testing.	<ul style="list-style-type: none"> • Call: 888-693-3211 • Fax: 888-693-3210 • Visit: www.evicore.com <p>Genetic testing</p> <ul style="list-style-type: none"> • Phone: 844-725-4448 prompt #2 • Fax: 844-545-9213 <p>Musculoskeletal services</p> <ul style="list-style-type: none"> • Phone: 844-725-2228 prompt#3 (physical medicine) • Fax: 855-774-1319
Care Continuum	Provider administered (buy and bill) drugs	Check the WellSense HCPCS tool to see if a prior authorization is required for a drug: https://www.wellsense.org/providers/prior-authorization <ul style="list-style-type: none"> • Submit prior authorizations • Web: www.evicore.com • Call: 866-716-8338 • Fax: 833-812-0687



New Hampshire Provider Quick Reference Guide



Express Scripts	<p>Prescription drug benefits including retail and mail</p>	<p>Prior Authorizations:</p> <ul style="list-style-type: none"> • Visit: https://www.wellsense.org/providers/pharmacy/prior-authorizations • NH Medicaid <ul style="list-style-type: none"> ○ Fax: 833-951-1680 ○ Phone: 877-417-1839 • NH Clarity <ul style="list-style-type: none"> ○ Fax: 833-951-1680 ○ Phone: 877-573-1929 • NH Medicare Advantage <ul style="list-style-type: none"> ○ Fax: 877-251-5896 ○ Phone: 877-417-1828
Mom's Meals Medicare Only post-acute admissions	<p>Meals at Home program</p> <p>Note: Mom's Meals is the vendor name not the program name.</p>	<ul style="list-style-type: none"> • NH Medicare Advantage: 855-833-8128
Northeast Delta Dental	<p>Preventative/comprehensive Dental Services</p>	<ul style="list-style-type: none"> • NH Medicare Advantage: 833-884-1360
Northwood, Inc.	<p>Durable medical equipment</p>	<ul style="list-style-type: none"> • Call: 866-802-6471 • Fax: 877-552-6551 • Visit: northwoodinc.com • Email: provideraffairs@northwoodinc.com
Vision Service Plan (VSP)	<p>Vision benefits</p>	<ul style="list-style-type: none"> • VSP Provider line: 800-615-1883 • Medicare Member Service line: 855-492-9028 • TTY/TDD line: 800-428-4833 • Visit: vsp.com
WellSense Transportation	<p>Non-emergent transportation services</p>	<ul style="list-style-type: none"> • NH Medicaid: 844-909-RIDE (844-909-7433) • NH Clarity: 877-957-1300 • NH Medicare Advantage: 855-833-8128



Claims, appeals and authorizations

Claims submissions (re: Northwood, VSP, Carelon – see Section 9 of WellSense Provider Manual)

<p>Electronic claims</p>	<ul style="list-style-type: none"> • Questions regarding EDI submission: 617-748-6175 or ITOpsSupport@wellsense.org • For additional information EDI Claims Manual Companion Guide, available at wellsense.org
<p>Professional charges, DME or supplies</p>	<ul style="list-style-type: none"> • Electronic claims: submit an 837 transaction • Paper claims: submit a CMS 1500 form. • For claim forms and guidelines, visit wellsense.org
<p>Facility charges</p>	<ul style="list-style-type: none"> • Electronic claims, submit an 837 transaction • Paper claims; submit a UB-04 form • For claim forms and guidelines visit wellsense.org
<p>Paper claim submissions</p>	<ul style="list-style-type: none"> • Email: ClaimsMailroom@wellsense.org <p>WellSense Health Plan Claims Department PO Box 55049 Boston, MA 02205-5049</p>
<p>Provider administrative claim appeals</p> <p>To appeal a claim denied by WellSense: Submit the Request for Claim Review Form available at wellsense.org Refer to the Provider Manual on Wellsense.org for filing limit and other important information. Providers may also call the Provider Services Department to speak to a Provider Services Consultant regarding filing an appeal and to check appeal status.</p>	<ul style="list-style-type: none"> • Submit appeals with supporting documentation via https://bmchp-wellsense.healthtrioconnect.com (fastest way to submit) or mail to: <p>WellSense Health Plan Attn: Provider Appeals PO Box 55049 Boston, MA 02205-5049</p>



Claims, appeals and authorizations

Secure provider portal

HealthTrio Connect, our secure online provider portal, is your first and primary tool for working with WellSense Health Plan.

Once registered you will have access to the below functions and more:

- Verify Member Eligibility
- Submit Claims
- View Claim Status
- View Remittance Advice
- Submit Prior Authorization Requests
- View Prior Authorization Status
- Download Reports
- Submit Appeals

- Register or log into the Provider portal:
<https://bmchp-wellsense.healthtrioconnect.com>
- Access Provider Portal Training Guides:
wellsense.org/providers/nh/submit-claims/training-and-support

