

Qualified services and items for the federal No Surprises Act

For out-of-network providers and facilities



Notice to out-of-network providers and facilities

If some or all of the services or items for which you have submitted claims qualify as qualified services or items under the federal No Surprises Act:

1. The Qualified Payment Amount (QPA) for No Surprises Act qualified services or items can be found on your Remittance Advice.
2. The QPA applies for purposes of the Recognized Amount (or in the case of air ambulance services, for calculating the member's cost-sharing liability).
3. QPAs are based on 45 CFR 149 et seq.
4. You may be entitled* to initiate a 30-business-day open negotiation period for purposes of determining the amount of total payment for qualified services or items. To do so, you must submit a completed Open Negotiation Notice by email or mail, using the federally required Open Negotiation Notice form, within 30 business days of your receipt of our initial payment or notice of payment denial for qualified services or items, to:

WellSense Health Plan
Attn: Provider Contracting Dept.
Schrafft's City Center
529 Main Street
Charlestown MA 02129

Email: Provider.info@wellsense.org
Phone: 888-566-0008

The open negotiation period begins on the day you send us the Open Negotiation Notice.

5. If, following a 30-business-day negotiation period, no agreement is reached on the out-of-network rate, you may be entitled* to initiate the federal Independent Dispute Resolution process. To do so, you must submit your Notice of IDR Initiation, using the federally required Notice of IDR Initiation form, during the 4-business-day period beginning on the 31st business day after the start of the open negotiation period, *to the address indicated in item 4 above*.

*These processes will not apply if you know or reasonably should have known that you provided notice and obtained consent from

Qualified services and items for the federal No Surprises Act

For out-of-network providers and facilities



our member to waive surprise billing projections consistent with applicable federal law and regulations. Additional requirements may apply under federal law/regulations.