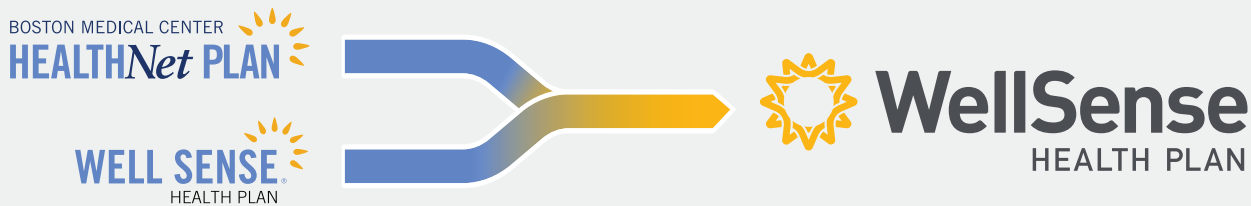


WellSense Health Plan Rebrand: Provider FAQ

Last Updated: 5/18/2022

This spring, we are changing from BMC HealthNet Plan in Massachusetts and Well Sense Health Plan in New Hampshire to WellSense Health Plan across both states. Read on for answers to questions regarding this change and how it might impact your practice and patients.



Why are we changing our name?

Though we are proud of our roots and continued partnership with Boston Medical Center, we are now a multistate plan with providers available across Massachusetts and New Hampshire. Our name change in Massachusetts will help prevent confusion around our areas of operation and allow healthcare consumers better understand who we are as a plan.

In New Hampshire, we are instituting a slight name change from Well Sense Health Plan to WellSense Health Plan.

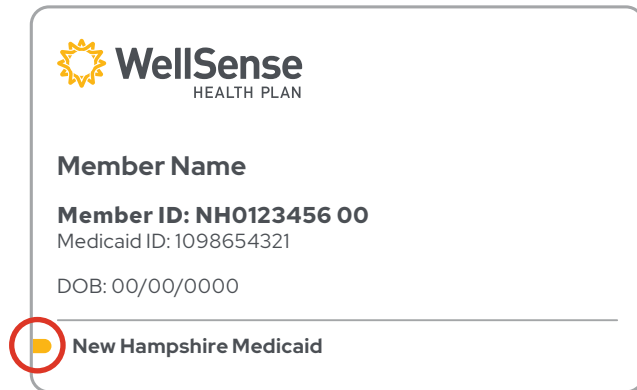
When will these changes happen?

- Mid May 2022 – wellsense.org will relaunch for all lines of business across both states.
- May 2022 – New members will begin receiving rebranded ID cards.
- Summer 2022 – Our provider portal and other materials will be rebranded.
- Q4 2022 and Q1 2023 – Existing members will receive member ID cards with the WellSense brand.

NOTE: Some of your patients will have old ID cards while we complete this transition. Member ID numbers will not change, so both the old and new cards will allow members to receive care.

Will there be billing or service changes?

- Members will have the same member ID numbers, so your process for checking eligibility, processing claims and requesting prior authorization will not change.
- Our billing address will not change.
- Members' plan types will now be called out on all member ID cards by a gold tab (see image below) and identifiable by the format of the ID number.



| ID Format | LOB |
|-----------|---|
| 100000000 | Senior Care Options (SCO) |
| 200000000 | MassHealth – Community Alliance ACO |
| 300000000 | MassHealth – Mercy Alliance ACO |
| 400000000 | MassHealth – Signature Alliance ACO |
| 500000000 | MassHealth – Southcoast Alliance ACO |
| 600000000 | New Hampshire Medicare Advantage |
| B00000000 | MassHealth – Essential MCO (Note the new plan name) |
| C00000000 | Massachusetts QHP and ConnectorCare |
| NH0000000 | New Hampshire Medicaid |

How will the new name appear in systems for checking real time eligibility?

When checking member eligibility, our name will remain listed as BMC HealthNet Plan in Massachusetts and Well Sense in New Hampshire for the time being. We will notify providers when our names will update in all real time eligibility systems.

How will this impact you?

We recognize that our rebrand may have certain impacts on your practice and the experience of your patients. These include:

- Our name should be changed from BMC HealthNet Plan or Well Sense Health Plan to WellSense Health Plan in your EMR and other systems by May 15.

How will this impact you? (cont.)

- If you are unable to update your systems by this date, don't worry. Just make sure your staff is aware of our name change and continue to operate using our old names until you are able to address the change.
- Anyone working with patient admissions, processing and billing should be aware of this switch. They should know that BMC HealthNet Plan, Well Sense and WellSense are the same company and that members with either ID card should be treated the same.
- While we are also communicating about this change with our members, some may also be unaware of this change or still refer to us by our old names out of habit.
- Now that our brands are not differentiated by state, you will need to pay attention to the member's plan name and member ID number on their ID card to check eligibility, submit PAs and bill correctly.

My practice sees patients from both Massachusetts and New Hampshire. Will this change impact me differently?

Providers will still be able to see patients from both states and toggle between patients, states and plans in our provider portal the same way they do now. However, it will be more important to ensure that the member's ID number is referenced to determine the member's plan type so services and PAs are correctly assigned to that plan type.

What support will WellSense offer my patients?

WellSense will be contacting our members about this change directly. In addition, we'll be offering support to your practices to help your staff guide patients around this change. Support may include talking points and office signage to help remind staff and patients of the change.

Will WellSense provide support for me and my staff?

In addition to these FAQs, we will continue to update and share new FAQs as they arise. We will also provide member talking points for staff to help guide them through this change and arm them with the information needed should patients have questions. Examples of impacted staff might include those responsible for patient intake and registration, billing or care management.

Should you have any additional questions, please send them through your provider relations consultant so that we can address them.

Is the website changing?

Yes, a new and improved website for all members and providers across all product lines in both states is launching in May at wellsense.org—but you won't experience any disruptions as a result of this change. All of our old links will redirect to our new site throughout a transition period.

Featuring an improved interface and a refreshed look, the new site will contain all the same provider content you currently use—though you will now need to select the relevant state to find the specific information relevant to you. Once the new site is live, Provider Relations will also be available to answer any questions you may have about navigating to the resources you need.

Is the provider portal Changing?

No, nothing on our provider portal is changing except the branding. Providers will still log in the same way at the same URL. Login credentials will stay the same as they are now. If you serve patients in both Massachusetts and New Hampshire, you will still be able to toggle between patients, states and plans in the same way you currently do.

Will there be billing changes?

No. Our payer ID and claims address will stay the same. Member ID numbers will also remain the same. However, if you use our plan's name as part of your claims routing process, you may need to make that update.

Will we need to update our provider contracts?

No. Our legal name is not changing. It will remain Boston Medical Center Health Plan Inc. As such, immediate recontracting will not be required. WellSense Health Plan will simply be our new doing business as (DBA) name for the purpose of our day-to-day relationships with members and providers. We will update our DBA to WellSense Health Plan in our contracts with providers during our regularly scheduled contract renewal period.

Is anything else changing?

We will not make any changes to our remit ID, address, policies, provider relations contacts or company phone numbers, so any systems that rely on those data points will not need to be updated unless the change of our name to WellSense Health Plan itself requires it.

Our email addresses will eventually change, but you will receive notice before that change takes effect. Old addresses will forward to the new ones during a temporary changeover period.

When will members receive their new ID cards?

- New members will receive ID cards with the WellSense brand starting in May 2022.
- Existing members will receive member ID cards with the WellSense brand in Q4 2022 or Q1 2023.

NOTE: This timeline means that some of your patients may still have ID cards from our old brands while we complete this process. Member ID numbers will stay the same for the purpose of checking eligibility, billing, etc.

Who can I contact about my other questions?

More information and training regarding the impacts that our rebranding may have on your practice will be coming your way over the next few months. If you have any specific concerns or questions in the meantime, please email your provider relations consultant.