

Well Sense Health Plan

Twin State AAHAM Chapter Annual Meeting

Friday June 1, 2018

Disclaimer: Presentation not to be used in place of Plan Policies and Procedures



Agenda

- Who Is Well Sense?
- Who Are YOU!
- Member ID Card
- Eligibility
- Health Trio
- Reminders
- Important Websites
- Coordination of Benefits
- Claim Review Forms
- Contact Us
- Provider Rosters
- Training Opportunities
- Provider Relations Contacts
- Q & A



Who Is Well Sense?

Boston Medical Center Health Plan, Inc. (BMCHP) is a non-profit managed care plan founded in 1997 by Boston Medical Center

Boston Medical Center HealthNet Plan is the trade name used by BMCHP in Massachusetts

Well Sense Health Plan is the trade name used by BMCHP in New Hampshire



Who Are YOU?



- **Please let us know by sending your updated contact information:**
 - Who are the Key Contacts within your organization for Credentialing, Access and Availability survey questions, Mailing Contacts for changes to policies and procedures, Quality Reporting, Health Trio Administrator, etc.
- Please return to nhproviderinfo@wellsense.org



Member ID Card



Information for:

Members

Member Services Department : 877-957-1300

Routine or Urgent Medical Care: Call your primary care physician (PCP).

Emergency: Seek emergency room care right away or call 911.

Behavioral Health Services (mental health/substance abuse):

Beacon Health Strategies: 855-834-5655

Non-emergency transportation to covered healthcare services:

CTS: 855-739-4775

Information for:

Providers and Billing Offices

▶ For medical referral, prior-authorization, hospital pre-certification, or to verify member eligibility, call 888-566-0008.

▶ Pharmacies: Submit to EnvisionRxOptions using the following data:
BIN: 009893, PCN: ROIRX. For pharmacy questions, call 800-361-4542.

▶ For behavioral health services, call 866-444-5155.

Members should always present with their Well Sense Member ID



Member Eligibility

- **Health Trio**

- Online access to verify eligibility 24/7 (with secure log-in ID and password)

- **Provider Services** 1-877-957-1300

To decrease your hold time try our:

IVR (interactive voice recognition) system

- check claims status and eligibility
 - choose option 3; then option 1
 - enter your phone number,
 - enter the ID number(s)

It takes about 2 minutes to get into the system and once in you can check multiple IDs. There is also an option to have the information faxed to you.



Health Trio – Secure Portal

- Check eligibility
- Get claim status and remits
- Office Management
- Prior Authorization
- Submit primary claims

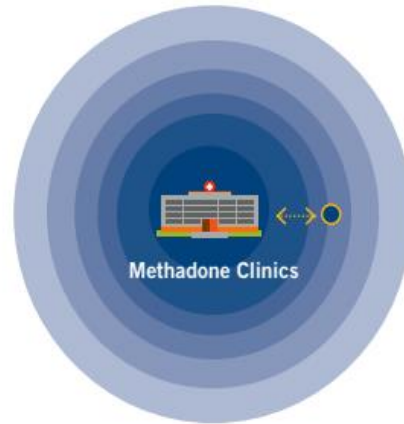
Training Material available on our website:

- User Guides
- Tutorials



Methadone Clinics

There are other treatment options available to members. To learn about other services, call 1-855-834-5655.



Methadone Locations:

- | | | | |
|--|--|--|---|
| 1 Concord
Concord Metro
Treatment Center
100 Hall St.
Concord, NH 03301
(603) 229-4260 | 3 Manchester
Habit OPCO Manchester
228 Maple St.
Manchester, NH 03101
(603) 622-4747 | 5 Newington
CSAC Newington
177 Shattuck Way
Newington, NH 03801
(603) 436-0448 | 7 Swanzey
Keene Metro Treatment Center
1076 West Swanzey Road
Swanzey, NH 03446
(603) 358-0050 |
| 2 Hudson
CSAC Hudson
323 Derry Road
Hudson, NH 03051
(603) 595-3399 | 4 Manchester
Manchester Metro
Treatment Center
228 Maple St.
Manchester, NH 03103
(603) 622-5005 | 6 Somersworth
CSAC Somersworth
200 Route 108
Somersworth, NH 03878
(603) 953-0077 | 8 West Lebanon
Habit OPCO West Lebanon
254 Plainfield Road
West Lebanon, NH 03784
(603) 298-2146 |



Methadone Clinics . . .

There are several locations through out NH that are available for those struggling with substance abuse.

Manchester Safe Stations:


Station	Address	Sta. #
Central Station	100 Merrimack St.	1
South Main Street	527 South Main St.	2
South Willow Street	2033 South Willow St.	3
Hackett Hill Road	141 Hackett Hill Rd.	4
Webster Street	44 Webster St.	5
Amory Street	134 Amory St.	6
Somerville Street	679 Somerville St.	7
Cohas Brook	280 East Industrial Park Drive	8
Calef Road	575 Calef Rd.	9
Mammoth Road	630 Mammoth Rd.	10

Nashua Safe Stations:

Station	Address	Sta. #
Amherst Street	15 Amherst Street	1
Lake Street	177 Lake Street	2
Spit Brook Road	124 Spit Brook Road	3
East Hollis Street	70 East Hollis Street	4
Airport Station	101 Pine Hill Road	5
Conant Road	2 Conant Road	6
Dispatch Center	38 Lake Street	7



Reminders

- Effective January 22, 2018 Well Sense started receiving the Medicare Crossover File directly from the Medicare Clearinghouse
- Both Primary claims and Medical Prior Authorization Requests can be submitted using Health Trio
-  Paper claims – indicate on the envelope if the claims are corrected claims
- Health Trio is the most efficient way to request and obtain Prior Authorizations. Once you have reviewed the procedure code on the CPT/HCPSC Look-Up Tool to determine if auth is required, you can submit the authorization on-line and attach clinical information via Health Trio



Important Websites

wellsense.org <i>(Well Sense Health Plan)</i>	dhhs.nh.gov/ombp/caremgt <i>(provider site)</i>
beaconhealthstrategies.com <i>(behavioral health)</i>	dhhs.nh.gov/dfa/nheasy <i>(member site)</i>
ctstransit.com <i>(non-emergent transportation)</i>	dhhs.nh.gov/ombp/caremgt/step2.htm <i>(step 2 information)</i>
envisionrx.com <i>(pharmacy)</i>	
northwoodinc.com <i>(durable medical equipment)</i>	
vsp.com <i>(vision services)</i>	



Coordination of Benefits

- When billing electronically, remember to coordinate on line by line level
- When billing paper, remember to include the primary payer EOB
- Do not submit the same COB claim multiple times
 - Allow 30 days for processing before reaching out
- Questions on COB? Call the provider call center and ask to speak with a COB Specialist
 - 877.957.1300, Option 3, Option 4
 - For best response, please call as questions arise rather than waiting for calling with multiple claims



Claim Review Form

- Utilize when sending in paper corrected claims, appeals, inclusion of previously missing documentation, etc.
- Located at: www.wellsense.org, Providers, Resources, Forms and Documents, Claims section – “Claim Review Form”
- Helps route the paper claim to correct queue and identify action requested

Mail to:

Well Sense Health Plan
Attn: Claims Department
P.O. Box 55049
Boston, MA 02205



Contact Us

Care Management Program

We can help make living with conditions like asthma, diabetes, cancer or other special health needs easier. We work with providers to give that extra level of care.

- Call 855-833-8119
- Provider Services Line for member, benefit, or pharmacy questions. Call 877-957-1300
- For utilization review inquiries, call our provider line 888-566-0008 during business hours.

After 5 p.m., please fax to 617- 897-0801



Provider Rosters-

Keeping Us Informed

- **Changes & Terminations-** please notify, 30 days in advance or as soon as possible including changes of: Address/ phone numbers/ provider name change, TIN changes, etc.
- **Credentialing Documents include:**
HCAS/Provider Data Form/ W-9/ NH Medicaid ID's

Send Securely to:

NHProvider.Enrollment@wellsense.org



Training Opportunities

Call us for:

- New Provider Orientations
- Requests for Materials
- Portal Training
- Review of Policies & Procedures
- Re-education
- General Plan Questions
- Participation Status



Provider Relations Consultants – Territory Assignments

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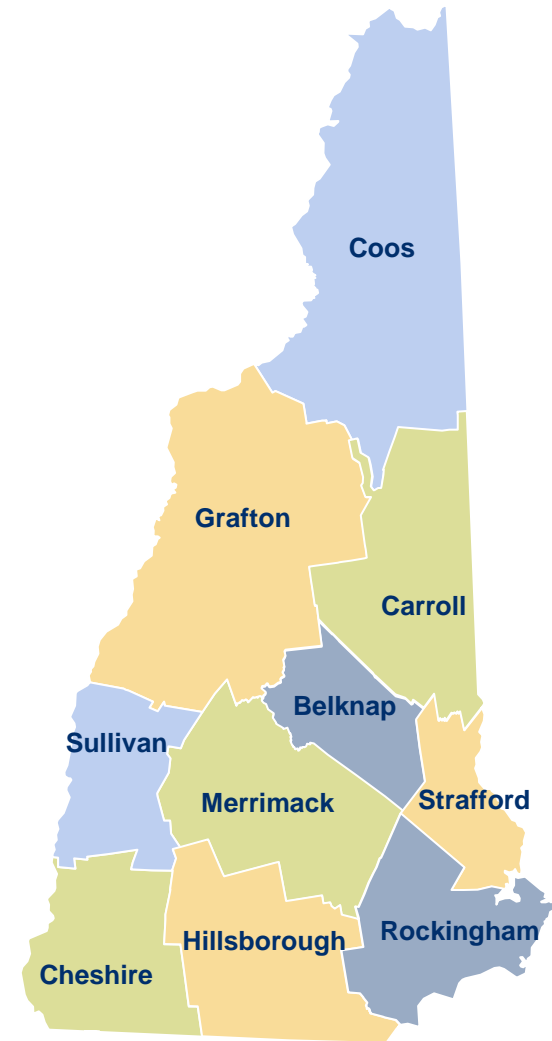
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Belknap, Merrimack, Strafford, Vermont



Questions

Contact Provider Relations:
NHProviderinfo@wellsense.org

