

Well Sense Health Plan General Overview

March 10, 2017



Who We Are

- **Well Sense Health Plan** is a not-for-profit Managed Care Organization (MCO) selected to serve NH Medicaid members.
- **Well Sense Health Plan** is the trade name used by Boston Medical Center Health Plan, Inc. (BMC Health*Net* Plan) in New Hampshire.
- BMC Health*Net* Plan is a non-profit managed care plan founded in 1997 by Boston Medical Center.



Well Sense is locally staffed and operated

- **Functions in our Manchester office include:**
 - Care Management
 - Provider Relations
 - Community Outreach
 - Medical Management
 - Member Services Call Center
 - Beacon Health Options



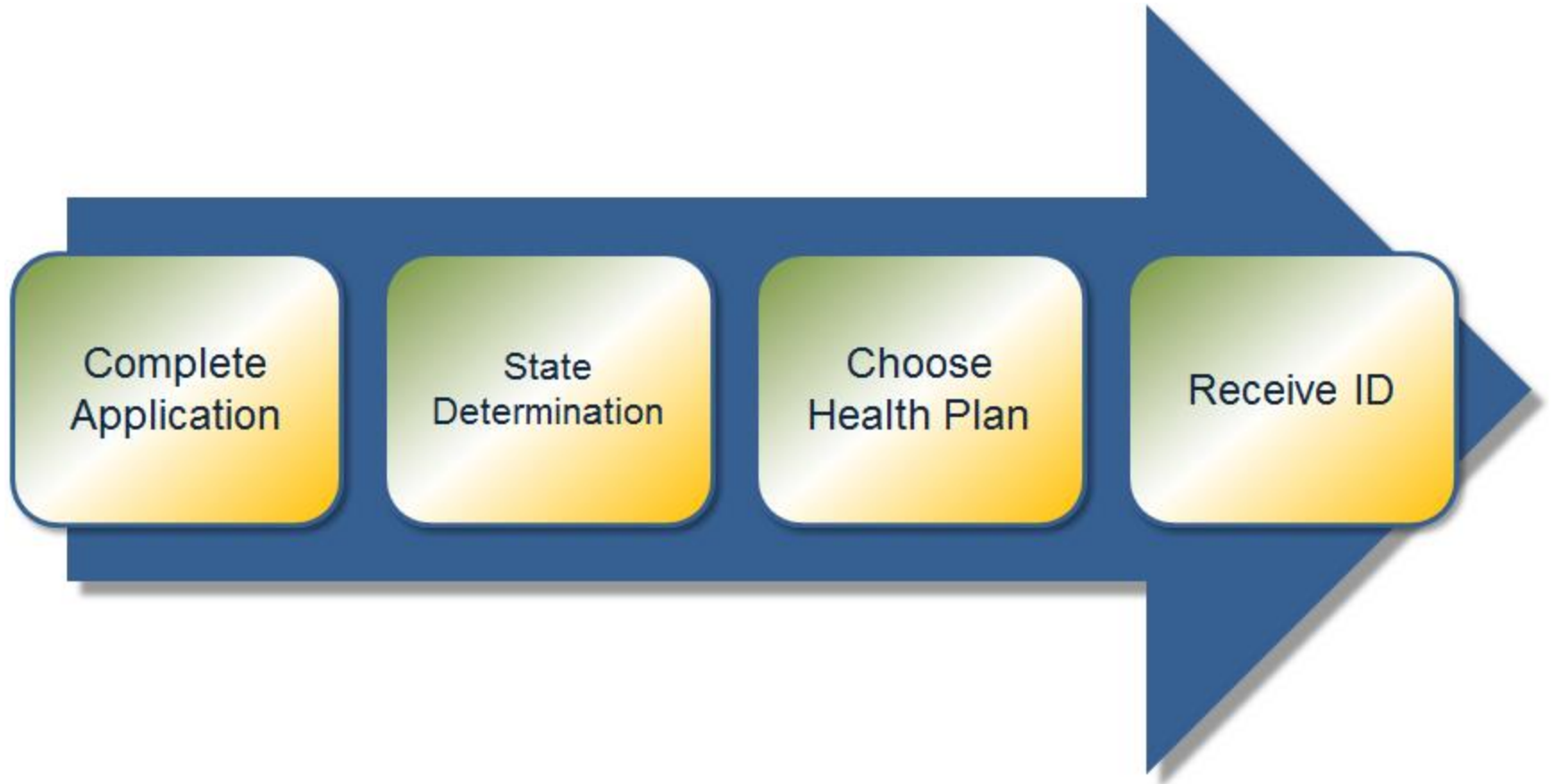
How patients can enroll in Medicaid*

- NH DHHS determines who qualifies for NH Medicaid
- Providers should direct all eligibility and application questions to NH DHHS at www.dhhs.nh.gov, or by phone at 603.271.4344
- Individuals can apply for themselves or a family member using the NH EASY online application system (www.dhhs.nh.gov)
- Members will have an annual re-determination through DHHS

**According to most current information provided by NH DHHS*



Enrollment Process



How can your health plan help you?

- Assistance finding a primary care provider
- Access to preventative care
- Offers specialized health care and services for new moms and pregnant women – both prenatal and postpartum
- Coordinates transportation to and from medical appointments for members
- Provides educational tools to help you and your family stay strong and well



Extra Benefits for our members

- Free infant and booster safety seats
- Free bike helmets for kids
- Free dental kits
- Weight Watchers® and fitness club reimbursements (at qualifying health clubs)
- Free manual breast pumps for nursing moms
- Free diapers for new moms who have a postpartum check-up 3-8 weeks after delivery (see wellsense.org for details)
- Secure member Web portal to change address, order ID cards, change PCP, and learn claim status



Care Management Programs

- Well Sense members who need help managing their special health conditions will be able to participate in a care management program to get help learning to manage their particular condition, such as asthma, diabetes, and pregnancy.
- Our Care Management staff will work with members to:
 - help them understand their disease or condition
 - enroll in our Care Management Select program if they are struggling with serious and complicated health conditions



Sunny Start

- Care management program that helps moms and babies get the care they need during and after pregnancy
- Members who enroll in the program get help from Care Management staff, including:
 - Customized care planning
 - Assistance from nurses skilled in obstetrics
 - Assistance related to post partum care
 - Connecting to community resources & applying for WIC



Contact Information for Community Outreach Team

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Questions

