

MBHP Provider Town Hall: December 10, 2025
Frequently Asked Questions (FAQ)

1. **Q: When can billers get login information for WellSense to inquire about claim status and other details?**
A: WellSense has sent emails to the contracted providers informing them how to register for the provider portal. The WS Provider Engagement team can facilitate providers with the process if they are having difficulties. They are welcome to reach out to bhproviders@wellsense.org.

2. **Q: How can I follow up with WellSense regarding the transfer of prior authorizations from other insurances like Tufts or MBHP?**
A: WellSense has received open auth files related to this transition, and they have been entered into the WellSense system.

3. **Q: Can you provide any authorization and clinical contacts at WellSense for the group, specifically for ABA UM, after 1/1/2026?**
A: Please email bhproviders@wellsense.org, and the questions can be triaged with our Utilization Management (UM) team.

Authorizations can be submitted via portal or fax. If additional information is needed, the UM Clinician will reach out to the provider.

4. **Q: Who should we contact to request authorizations for a WellSense member starting on 1/1/2026?**
A: Authorizations can be submitted through the provider portal. Please see the link to the authorization section ([Prior Authorization | Providers | WellSense Health Plan](#)) on the BH landing page of the WellSense website for more information, including authorization forms.

Alternatively, providers can call Provider Services to be directed to the right department or submit via portal or fax.

The training section includes on-demand trainings ([Behavioral Health Insourcing - Training | WellSense Health Plan](#)) which take you through the process of how to submit inpatient and outpatient authorizations on the portal.

Please email bhproviders@wellsense.org, and the questions can be triaged with our UM team.

5. **Q: Can WellSense share more information about all of their prior auth (PA) requirements for many services? I have not been able to obtain any yet.**
A: Our PA Matrix will be posted 1/1/26 (pages 23-30). Please note that there have not been any PA for Behavioral Health added.
6. **Q: As far as the inpatient (IP) claims go, does this cover BH Residential Recovery (H0019) services, or will those go to WellSense as of 1/1/26?**
A: H0019 would be included in IP claims.
7. **Q: Will WellSense have their own fees and no longer be utilizing Carelon pricing after 1/1/26?**
A: WellSense will have its own payment policies and will no longer be utilizing Carelon pricing after 1/1/26.

8. Q: Is it true that WellSense will no longer be Global after 1/1/26 for INPT claims due to no more payer carve out? Does this mean that we do not need a separate authorization for PB claims?
A: Please outreach to BHProviders@wellsense.org for support.

9. I have not received a contract from WellSense. Any information would be helpful.
A: Please outreach to BHProviders@wellsense.org for support.

To review the meeting slides from this presentation and our previous Provider Town Hall, please visit [the MBHP Provider Events and Trainings web page](#).