

Provider Communications

Massachusetts



Date: April 30, 2024

To: All WellSense Providers

From: WellSense Health Plan

Subject: **Change Healthcare Outage Status**

Product: MassHealth Clarity plans (formerly QHP) Senior Care Options

Change Healthcare Outage Status

WellSense is currently working with Change Healthcare to fully restore claims payment services. We anticipate completing this work by May 10.

We've already restored check printing services with minimal limitations and anticipate that Change Healthcare will begin mailing checks this week. Checks with a pay amount of \$0 and remittance advices for providers enrolled in electronic funds transfer (EFT) payments are not included in this restoration.

We continue to encourage providers still receiving paper checks for claims payments to move to EFT payments. To sign up for EFT payments, please complete and submit [this form](#) to your WellSense [Provider Relations Consultant](#).

Questions?

Please contact us at provider.info@wellsense.org with any questions you may have.