

# Provider Communication

Massachusetts



Date: January 31, 2023

To: All WellSense Health Plan Providers

From: WellSense Health Plan

Subject: **Training for Genetic Testing and Musculoskeletal Prior Authorization**

Product:  MassHealth  Qualified Health Plans  Senior Care Options

## Training for Genetic Testing and Musculoskeletal Authorization

As previously announced on [December 30, 2022](#), WellSense is implementing a new benefit manager for genetic testing and musculoskeletal (joint/spine surgery and interventional pain management) services for all members of all plans effective March 1. Our new benefit manager for these services, eviCore, is offering WellSense providers online trainings to help them update their prior authorization procedures.

It is strongly encouraged that the staff responsible for submitting prior authorization requests for these services register for a training even if they are already familiar with eviCore and the provider portal through other health plans or specialty programs.

1. [Registration Link](#).
2. Select "WebEx Training" from the menu on the left.
3. Click the "Upcoming" tab. Choose "Session names" or search by entering WellSense.
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

Trainings Offered	
Gen. Testing	Tue February 14, 2023 11:30 a.m.
Gen. Testing	Thu February 16, 2023 1 p.m.
Gen. Testing	Mon February 20, 2023 3 p.m.
Gen. Testing	Wed February 22, 2023 9 a.m.
Musc.	Mon February 13, 2023 11 a.m.
Musc.	Wed February 15, 2023 4 p.m.
Musc.	Tue February 21, 2023 10 a.m.
Musc.	Thu February 23, 2023 2 p.m.

### Resources

[eviCore website for WellSense providers](#)

- [Clinical Guidelines](#)
- [Coverage Decisions](#)
- Code listings
- Video tutorials
- Live Web/Tech Support

### FAQS

- Genetic Testing
- Musculoskeletal

### Training Documents

- Genetic Testing
- Musculoskeletal

All online trainings will last about one hour and require advance registration. All sessions are scheduled in Eastern time. Reviewing the training documents posted on the right will allow your representative to identify and questions they may have.

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If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at [portal.support@evicore.com](mailto:portal.support@evicore.com) or via phone at 800.646.0418 (Option 2). For any Client or Provider inquiries not associated with this training, please email [ClientServices@evicore.com](mailto:ClientServices@evicore.com).

## Additional Information

### Submitting prior authorization requests

Providers can begin submitting requests for review or verify order numbers using one of the following methods for genetic testing and musculoskeletal services.

#### **Online starting 03/1/23**

The eviCore Provider Portal is available 24/7, is fully interactive and processes requests in real-time.

#### **By phone starting 02/27**

Call eviCore toll-free at 844-725-4448, Monday through Friday between 7 a.m. – 7 p.m. Eastern.

### For more information

#### **Online**

[Click here to learn more about eviCore.](#)

#### **By phone**

Contact your WellSense Provider Services Department at 888-566-0008.

WellSense values your participation in our network, as well as the services you provide. We look forward to working with you to help improve the health of our members.