

# Well Sense Health Plan

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## Welcome Process

- Created a new Welcome process to include members with future eligibility dates
- Welcome calls-information on accessing transportation , pharmacy and all other benefits  
February 1, 2016
- Welcome packets currently going out to members with ID cards

## Member Service Education/Daily Operations

- NH Member Service team located in Manchester NH
- Weekly team meetings to discuss Welcome calls and to identify any barriers or opportunities for enhanced education to all team members for continuity
- Readiness phone call feedback to team members. Playback of DHHS calls to determine training examples. All Member Service Reps have participated in the readiness calls
- On-Site Readiness with DHHS team including Case Reviews
- Weekly operation meetings with all Well Sense departments, vendors including pharmacy, transportation, DME to ensure consistency in messaging and identify potential barriers to smooth transitions

## Collaborative Meetings/High Touch

- Meetings with DHHS staff and agency staff to prepare for members with many transitional needs. E.g. Area Agency, Primary Care Physician, Home Care provider
- Social Care managers including CFI, DD, Special Needs all participate in the transition meetings
- Beacon Health ,Well Sense's behavioral health vendor, participates in similar high touch meetings with Community Mental Health Centers and coordinates care for incoming members.