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### Directions for Updating MassHealth Insurance

The following **MUST** be done by the parent, and must be done before we can make any appointments. Andover Pediatrics cannot update your insurance for you. If this is not correct, we cannot bill Mass health. Failure to list your PCP correctly may result in you being fully responsible for the full cost of your visits.

**The ONLY MassHealth plans that we take are:**

- ★ **MassHealth Standard**
- ★ **WellSense Boston Children's ACO**

#### Step 1:

- Call **MASS HEALTH** and list **ANDOVER PEDIATRICS** as your pediatric practice. The phone number is on your MASS HEALTH card.
- Confirm your child's **MASS HEALTH ID number # \_\_\_\_\_**
- ★ Tell them to enroll your child in the **WellSense Boston Children's ACO Plan**
- You must **list one of our physicians** to be your Pediatrician
  - You may choose **Dr Bigus, Chan, Hensley, Hurley or Lentini.**
  - It doesn't matter which one you choose, you are welcome to see ANY provider at our practice, once you list one of our physicians.

#### Step 2:

- Wait 48 hours ( 2 business days) for the changes to process.
- Call **MASS HEALTH** to confirm that ANDOVER PEDIATRICS is listed as your pediatric practice.
- Call **WellSense Member Services @ 888-566-0010** to confirm that **WellSense Boston Children's ACO** is listed as your plan AND that one of our **Physicians is listed as your Pediatrician.**
- Get the new **Wellsense ID number for your child # \_\_\_\_\_**

#### Step 3:

- Call our office back with the **new ID numbers & who is listed as the Pediatrician.**
- We cannot make any appointments for your child until the new numbers are verified.
- If your child is transferring from another medical office, we also need their complete medical records before making any appointments.

If you have difficulty with this process, ask the customer service representative to make a 3-way call to our office. We'll get on the call with you and assist.

*Thank you, and Welcome to Andover Pediatrics!*