

# GET healthy



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## Lead Poisoning Awareness in Youth

Children should be tested for lead at one, and two years of age. Lead testing is quick, easy and can be completed during a wellness visit. Your child's lead level can be tested in the doctor's office with a simple finger prick. Test results are available before you leave the office.

### Did you know?

- New Hampshire has the oldest housing of anywhere in the United States with 55% of its homes built before 1978, the year lead-based paint was banned.
- There is no safe level of lead exposure for children; even low levels are bad for their health, brain development, and growth. Lead poisoning is 100% preventable.

The New Hampshire Department of Health and Human Services (NH DHHS) have developed resources to learn more about the importance of lead testing in children. Visit <https://leadfreekidsnh.org/happy-healthy-lead-free-me-resources/> for tips, resources and videos along with a downloadable PDF children's book, *Happy, Healthy Lead-Free Me!*



Facts and artwork: Courtesy NH DHHS



## Pharmacy Preferred Drug List

The Preferred Drug List (PDL) is the list of drugs covered by NH Healthy Families. The PDL applies to drugs you receive at retail pharmacies. NH Healthy Families covers certain prescription drugs and over-the-counter drugs when prescribed by a NH Healthy Families provider. The pharmacy program does not cover all drugs. Some require prior authorization. Some have limitations. Please visit the NH Healthy Families website at [www.nhhealthyfamilies.com/members/medicaid/benefits-services/pharmacy.html](http://www.nhhealthyfamilies.com/members/medicaid/benefits-services/pharmacy.html) to view the Preferred Drug List.



nh healthy families.

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# Confirm Your Coverage Today

Be sure to **verify your Medicaid eligibility or you'll risk losing your coverage.** You can continue your current coverage if your eligibility is confirmed. Learn more at [nheasy.nh.gov](http://nheasy.nh.gov).

**No longer qualify for Medicaid?** We have a plan for that. You can still get comprehensive, affordable coverage for you and your family.



## For Individuals and Families:

Marketplace coverage through Ambetter at [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com)



## For Individuals 65 and Over (not available in all areas):

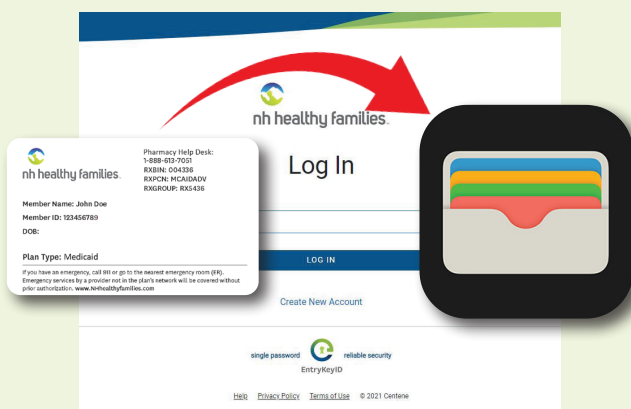
Medicare Advantage coverage through Wellcare at [Wellcare.com/en/New-Hampshire](http://Wellcare.com/en/New-Hampshire)



## Member Portal Update

### Mobile Save to Apple Wallet Update:

We have made improvements to the Member Portal homepage to ensure when members click on the "Save to Wallet" link, their ID (Identification) card will be saved to their Apple wallet.



## Member Rights and Responsibilities

### Make sure you get the treatment you deserve.

As a NH Healthy Families member, you have many rights and responsibilities. These rights cover your treatment, privacy, and access to information.

Your rights include, but are not limited to:

- The right to receive all services that we must provide
- Being treated with dignity and respect when receiving care
- Knowing that your medical record information will be kept private
- The right to request an appeal from NH Healthy Families or from a state agency

Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Bringing your ID card with you to all appointments
- Telling your PCP if you receive care in an emergency room

To learn more about your Member Rights and Responsibilities refer to chapter 9 of your member handbook or visit [NHhealthyfamilies.com](http://NHhealthyfamilies.com) under **Member Resources**.

# Be a Mental Health Champion!

Many people have experienced mental health challenges. In fact, one in five children ages 13-18 have, or will have, a serious mental illness. You are not alone.

A Mental Health (MH) Champion raises awareness for mental health, reduces stigma, and provides support and hope to those in need. By becoming a MH Champion you can empower and encourage others to talk openly about mental health and being a MH Champion is easier than you think!

**To be a MH Champion any NH Healthy Families member aged 12 to 20 can:**

- Participate in a qualifying MH related training, program or activity and submit the attestation form found on the NH Healthy Families website. NH Healthy Families members who submit a valid attestation will also earn \$50 in My Health Pays®\* rewards.
- Take the NH Healthy Families pledge to become a MH Champion and you will receive a free MH Champion T-Shirt!

**For full details, to take the pledge or download an attestation form visit the NH Healthy Families Website: <https://www.nhhealthyfamilies.com/members/medicaid/benefits-services/mental-health-champion.html>**

MENTAL **MH** HEALTH  
**CHAMPION**



\*Some restrictions and limitations apply. Each Member can earn up to \$250 in cash and non-cash services through June 30 each year.

## HRA Reminder

Did you know there are several ways you can complete your Health Risk Assessment Screening? You can complete using your local Walmart Pharmacy Kiosk, the Secure Member Portal or calling Customer Service.



Complete your HRA within the first 30 days of enrollment and earn \$30 in My Health Pays®\* rewards. \$15 If after 30 days. Existing members can earn \$15 annually.

\*Some restrictions and limitations apply. Each Member can earn up to \$250 in cash and non-cash services through June 30 each year.



## Manage Your Rides Online!

*Schedule, review, and cancel your rides from your computer or mobile device*

- Request new rides
- Cancel rides you no longer need
- Request gas mileage reimbursement trips
- Review details about your upcoming rides
- And more!



[www.mtm-inc.net/mtm-link/](http://www.mtm-inc.net/mtm-link/)

# How to Get Information

You are always welcome to call Member Services with any questions you have. Did you know there is also information on **NHhealthyfamilies.com** that can answer many of your questions?

## On the website you can find:

- ▶ Your Member Handbook
- ▶ Your member benefits
- ▶ How to access emergency care and other medical services
- ▶ Your rights and responsibilities
- ▶ How to find a doctor
- ▶ How to file an appeal

More questions? Want a hard copy of your Member Handbook or other materials? You also have the right to receive a Provider Directory. All of these materials are available at no cost to you.

## Call Member Services,

- Monday through Wednesday – 8 a.m. to 8 p.m.
  - Thursday and Friday – 8 a.m. to 5 p.m.
- at 1-866-769-3085 TTY/TDD 1-855-742-0123.

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(TDD/TTY 1 855-742-0123)



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Like us on Facebook  
**Facebook.com/NHhealthyfamilies**

ATTENTION: If you do not speak English, language assistance services are available to you at no cost. Call 1 866-769-3085 (TTY 1 855-742-0123).

ATENCIÓN: si no habla inglés, hay servicios de asistencia en diferentes idiomas disponibles para usted sin costo. Llame al 1 866-769-3085 (TTY 1 855-742-0123).

ATTENTION : si vous ne parlez pas anglais, des services d'aide linguistique sont mis à votre disposition sans paiement de votre part. Composez le 1 866-769-3085 (TTY 1 855-742-0123).

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