



# Get Healthy BULLETIN



## Timely Access to Care

Getting access to care is important to getting, and staying, healthy. NH Healthy Families' network of providers follow a set of guidelines for providing care in a timely manner. Refer to the chart below for standards. If you have questions or have issues booking an appointment, call Member Services at **1-866-769-3085**.

### **Primary and Specialty Care Access and Availability Standards:**

- Urgent Care – within 48 hours of your request
- Non-Urgent, Symptomatic Care – within 10 days of your request
- Non-Symptomatic Care – within 45 calendar days of your request
- Transitional Health Care – within 2 business days of discharge from inpatient care
- Transitional Home Care – within 2 calendar days of discharge from inpatient care; when ordered by a physician or a part of discharge planning
- After-Hours Care - 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room

### **Mental Health and Substance Use Disorder Access and Availability Standards:**

- Urgent Care – within 48 hours of your request
- Non-Symptomatic Care – within 10 business days of your request
- Behavioral Health Non-Life Threatening Emergency – within 6 hours of your request
- Aftercare appointments following a psychiatric discharge from hospital – within 7 calendar days of discharge
- After-Hours Care – 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room

## Provider Directory

The provider directory is available to all NH Healthy Families members on our website at **NHhealthyfamilies.com** on the Member Resources page.

You can also request a written copy, at no cost to you, by contacting Member Services at **1-866-769-3085**.



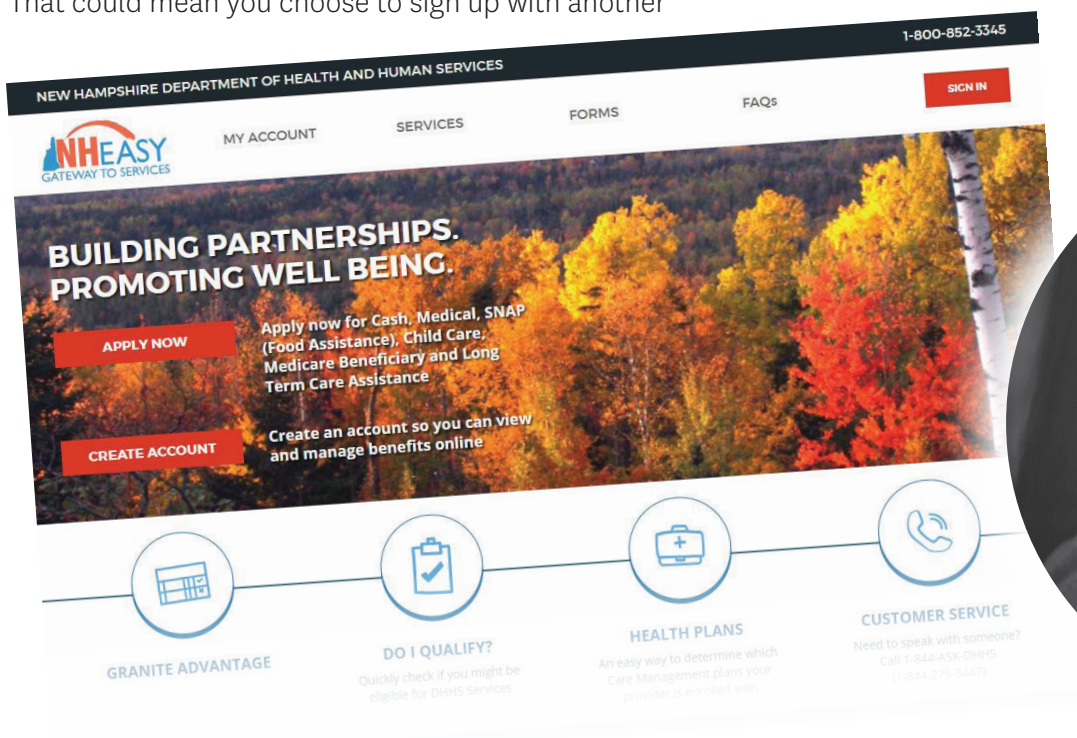
## Quality Improvement

NH Healthy Families cares about you and the healthcare you get. We have many quality improvement projects to help us know if the services we are providing are good for you. We want to tell you how we're doing this year and what we're doing to improve your health now. Visit **NHhealthyfamilies.com** and go to the Quality Improvement Program page to learn about our projects!

# Enrollment and Disenrollment

There will be an annual open enrollment period for New Hampshire Medicaid Care Management program members that New Hampshire Department of Health and Human Services will tell you about. **This will take place in mid-2020.** During this period, you may choose another MCO health plan for any reason. If you want to change your health plan during open enrollment, please contact the Enrollment Center at **1-888-901-4999**. You can also visit the state website at **www.NHeasy.nh.gov**. Disenrollment is the process of changing your health plan or coverage. That could mean you choose to sign up with another

plan, or when you are no longer eligible for Medicaid coverage. You can ask to disenroll with or without cause. You must follow DHHS processes to make this change. Reach out to DHHS directly by calling or writing. We will ensure that your right to switch is not restricted in any way. Contact the DHHS Client Services at **1-888-901-4999** or in writing to: Division of Client Services NH Department of Health and Human Services, 129 Pleasant Street, Concord, NH 03301 For more information about enrollment and disenrollment, please refer to your Member Handbook.



## Did you know?

For those with Diabetes it is a disease that affects many areas of your body. Did you know it can also affect your eyes? It increases your risk for eye conditions, such as glaucoma and cataracts. **Early detection and treatment begin with an eye exam - you still have time before the end of the year so don't delay!**

## myhealthpays™ Reminders

**All NH Healthy Families members:** Remember to complete your Health Risk Assessment (HRA) and earn **up to \$30\*** on your My Health Pays™ Visa card.

**For members who are pregnant:** Don't forget to fill out your Notice of Pregnancy (NOP) and earn **up to \$50\*** on your My Health Pays™ Visa card.

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services each State fiscal year.



Keep yourself and those close to you healthy! Join the millions of people who get their yearly flu shot.



## **No one likes getting sick.**

And the flu virus changes every year. So, getting a yearly shot helps protect yourself and those around you. Plus, it's available at no cost to you. And getting your flu shot may actually earn you rewards.

The flu shot is a good idea for just about everyone. But these people are at an even higher risk of health problems from the flu:

- Pregnant Moms
- Children and Families
- People with a Chronic Condition or Caregivers
- Seniors or Those Who Care for Them

### **Find out more:**

[www.nhhealthyfamilies.com/members/medicaid/benefits-services/flu-shots.html](http://www.nhhealthyfamilies.com/members/medicaid/benefits-services/flu-shots.html)

## — **Get your flu shot and get rewarded!\*** —

**myhealthpays™**

**Earn \$20\* annually** just for getting your flu shot.

**Use Your My Health Pays™ rewards to help pay for:**

- Rent
- Cell phone bill
- Utilities

- Transportation
- Telecommunications
- Childcare services
- Education
- Expenses for dental, chiropractic, and other medical services

**Or, you can use them to:**

- Shop at **Walmart**  for everyday items\*\*

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services each State fiscal year.

\*\*This card may not be used to buy alcohol, tobacco, or firearms products.



nh healthy families™

2 Executive Park Drive  
Bedford, NH 03110

# Get Healthy

## 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](http://NHhealthyfamilies.com) that can answer many of your questions?

### On the website you can find:

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

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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**nh healthy families**

**1-866-769-3085** (TDD/TTY 1-855-742-0123)

Follow us on Twitter **@NHhealthy**

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

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-866-769-3085 (TTY 1-855-742-0123).

ATENCIÓN: Si habla español, hay servicios de asistencia en su idioma disponibles sin cargo para usted. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION: Si vous parlez Français, vous pouvez bénéficier gratuitement des services d'assistance linguistique. Appelez le 1-866-769-3085 (TTY 1-855-742-0123).

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