

GET healthy



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nh healthy families.

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It May be Time to Verify Your Medicaid Eligibility

The COVID-19 federal public health emergency providing continuous Medicaid coverage has ended. You have/will receive letters from DHHS including the date by when you must verify your Medicaid eligibility. If you do not verify your Medicaid eligibility by the date in your DHHS yellow letter, you will lose health coverage.

Please note: Be sure to wait until your redetermination month (will be noted on your letter or NHEasy account) to take action. Completing too early may result in errors or even cause immediate ineligibility for Medicaid coverage.

No longer qualify for Medicaid?

We can help. NH Healthy Families is the only NH health plan offering all three products – Medicaid, Marketplace (Ambetter) and Medicare (Wellcare). If you no longer qualify for Medicaid, we can help with a plan that is right for you - Marketplace coverage: [Ambetter](https://www.ambetter.com). [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com) Medicare Advantage coverage: [Wellcare.com/en/New-Hampshire](https://www.wellcare.com/en/New-Hampshire).

You can find information about other health plans at [healthcare.gov](https://www.healthcare.gov).

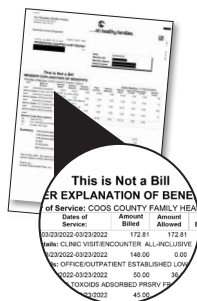
Ways to complete your redetermination or provide requested information:

1. Online: <https://nheasy.nh.gov>
2. By mail: Centralized Scanning Unit, PO Box 181, Concord, NH 03302.
3. In person: Visit one of DHHS District Offices, locations can be found at <https://www.dhhs.nh.gov/about-dhhs/locations-facilities#locations>

Need help? Visit one of DHHS District Offices in person or contact the DHHS Customer Service Center toll-free at 1-844-ASK-DHHS (1-844-275-3447) and select option #3 or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 9:00 a.m. to 4:00 p.m. ET.

Explanation of Benefits

You may receive an Explanation of Benefits (EOB) after your visit with a provider. An EOB is a statement that shows the health care services you received. An EOB is NOT a bill, but it helps you keep track of some important information such as how you and your family use your coverage. Please be sure to review your EOB upon receipt. If you think you were charged for services that were not performed, or do not look right, please call the phone number on your EOB to speak with member support.



Member Rights and Responsibilities

Make sure you get the treatment you deserve.

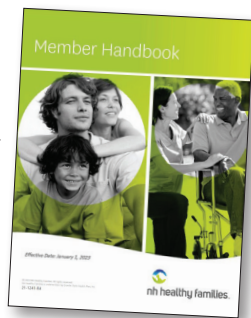
As a NH Healthy Families member, you have many rights and responsibilities. These rights cover your treatment, privacy, and access to information. Your rights include, but are not limited to:

- 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 under **Member Resources**.



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/



Member Advisory Board

Your feedback is important to us. Several times each year we hold Member Advisory Board meetings to hear from members like you. If you are interested in joining our Member Advisory Board, please call us or go to our website at: nhhealthyfamilies.com/members/medicaid/resources/advisory-council.html

The FUTURE IS NOW

Do you know, or are you a teenager between the ages of 15-17 and want to be more prepared as you transition into becoming an adult? Enroll today in one or all three of our Future is Now coaching programs, and earn \$50* dollars for each module you complete. Modules consist of Managing Money, Social Supports, and Managing Your Health. To enroll contact the Member Connections team at **1-866-769-3085** or email NHHFCAREMANAGEMENT@centene.com to get started.

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

FUTURE IS NOW



Kicks for Kids!



Eligible ages: 12-17 years old

How it works:

Take your teen to their pediatrician for a well child exam any time in 2023 and be entered to win a **\$100 Nike® gift card***!

Drawings will be held monthly, a total of 10 Nike® gift cards* per month.

(Teens who have already completed their well child visit for 2023 have been entered in the first drawings. Winners will be notified by email.)



There's no form to fill out or raffle entry to complete, you will automatically be entered just by taking your teen to their pediatrician for their well child visit.

Remember, with My Health Pays® rewards your teen will earn \$30* just for going to their well child visit!

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



Health Risk Assessment (HRA) Completion

The [HRA](#) is a set of questions you can complete in 10 minutes. It allows us to understand how to help you and your family with your healthcare needs. Members can earn \$20* every year for completing their [HRA](#)!



Participate in the 2023 HRA Challenge!

NH Healthy Families members who complete their yearly Health Risk Assessment (HRA) in 2023 will be entered to win a \$100 Amazon gift card*! The challenge consists of four quarterly drawings throughout 2023.

NH Healthy Families members who have already completed their HRA in 2023 are automatically entered for our first quarterly drawing. Winners will be notified by email.

Reminders

Did you know that you can earn rewards every year for healthy behaviors through your My Health Pays®* program? Here are just a few of the rewards you can earn.



[See all My Health Pays®* Rewards](#)

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

Lead Screening

Children 0-2 years old should be screened for lead. This quick and easy two-test procedure can be completed during your child well visits. Ask your pediatrician to give your child the lead tests and earn \$20* in My Health Pays® Rewards! Learn more about the dangers of lead in NH [leadfree.me](#).



Ready for My Recovery

Are you ready for recovery from substance misuse? [The Ready for My Recovery](#) program provides access to substance use disorder services. It offers care management, and up to \$115* in the first year for members who are committed to entering a substance misuse recovery program.



Prenatal – Start Smart for Your Baby®

Our Start Smart for Your Baby® program offers customized care and rewards for pregnant and new moms (and their babies). Tell us you are pregnant by completing your [Notice of Pregnancy \(NOP\)](#) form during your first or second trimester and earn up to \$100* in My Health Pays® rewards!





Community Events - Save the Dates!



All member and community events are posted to our [NH Healthy Families Facebook page](#). Like and visit our Facebook page to get first-hand information on our programs and events!



MEMBER MOVIE NIGHT

Tuesday, April 25 (Apple Theatre, Hooksett NH)

Registration for Member Movie Night will open on April 10 on our [Facebook page](#)



GREEN TO GO!

The Green to Go mobile pantry will be visiting the Housing Authority at 34 Gordon Ave., Newmarket, NH.

Wednesday, May 10 from 2-5 pm, or while supplies last. No advance registration necessary.

Remember to visit our [Facebook page](#) for updates on our member and community events.

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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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).