

# Provider BULLETIN



nh healthy families.

1-866-769-3085  
NHhealthyfamilies.com

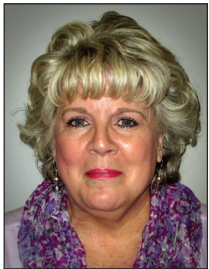
2 Executive Park Drive  
Bedford, NH 03110

2019 Vol. 4, No. 5

(JUNE 2019)

## Commitment to Communication

*From your Provider Relations Team*



Dear Providers:

As you know, we recently transitioned our healthy rewards program from CentAccount® to My Health Pays™. Beginning September 1, 2019, the My Health Pays rewards program will be expanded. Information about the full program will be included in the July Provider Bulletin.

June 28 marks the second free, online training in the OpiEnd series. Dr. Alta DeRoo and Dr. Edwin Salsitz from ASAM will be leading this buprenorphine training focused on substance use during pregnancy. More information on the training is included on page 2 of this bulletin.

Page 4 outlines our Start Smart for Your Baby® program changes beginning September 1, 2019. With the express interest of decreasing NAS births for our members, we have increased incentives within the program. We believe that early intervention is key. The first step is completion of the Notice of Pregnancy (NOP) assessment. If members complete their NOP within their first trimester, they are awarded \$50 on their My Health Pays™ account. We hope that you will help us collect these NOPs, and we are also offering a \$15 reward to our providers for every NOP they submit. Your provider

representative will be in touch with materials to assist you with NH Healthy Families members in this important initiative.

The Provider Survey will be distributed within the next several weeks. This year, both MCOs will be distributing the same survey, developed by DHHS. We hope you will participate in the survey as it is a key element of our servicing model – helping guide our continuous improvement plan.

As we move towards September 1, 2019, and the beginning of a new Medicaid contract, we recognize there are many changes to the Medicaid benefit that will impact our providers. That is why we are offering regional informational sessions during the month of August. More information is included in this bulletin; if you are interested in participating in a regional session, please contact your Provider Relations Representative.

We hope you find this bulletin useful. If you have ideas or comments on the content, please don't hesitate to email your thoughts to your Provider Relations Representative.

In good health,

Jennifer Kent Weiner  
Vice President, Network Management  
NH Healthy Families

# OpiEnd Provider Training – June 28

Opioid and other substance use during pregnancy is a major public health concern with significant implications for both mother and child. Maternal opioid use and neonatal abstinence syndrome (NAS) have increased 5-fold since 2004. The June 28 OpiEnd training is offered by ASAM – the leading US professional society for addiction medicine in collaboration with ACOG, the specialty’s premier professional membership organization for women’s health. In industry experts, Dr. Alta DeRoo and Dr. Edwin Salsitz will lead the training for CE credit.



**You’re working to treat opioid misuse. Let us help.**

Buprenorphine is the first at-home therapy to treat OUD and offers great potential for expanding treatment. **NH Healthy Families is sponsoring a FREE online training for providers to qualify for the waiver to prescribe buprenorphine.**

2019 Training dates:

- June 28
- September 13
- November 8

**Click here to register!** 

**For Our Providers**

 **nh healthy families.** 

This training will be conducted by the American Society of Addiction Medicine (ASAM).

## Follow Up after a Behavioral Health Inpatient Stay

NH Healthy Families can help your patients schedule appropriate after-care to improve the follow-up rates for members who have been hospitalized for a behavioral health condition. Outpatient follow-up within seven days of discharge is vital to members’ recoveries. It is an opportunity to support their transition back into the community and to ensure they are taking prescribed medications correctly. Please contact NH Healthy Families if you have a patient who has been recently hospitalized for a behavioral health condition and who is having difficulty arranging a post discharge appointment. We will work with your staff to make these

arrangements. NH Healthy Families works diligently with our network facilities, outpatient providers, and members to schedule these valuable appointments.

Here are some ways we can help:

- Scheduling assistance to obtain follow-up appointments within the seven-day time frame
- Appointment reminder calls to members
- Member transportation assistance

Learn more. Call **1-866-769-3085** or visit [NHhealthyfamilies.com](http://NHhealthyfamilies.com).

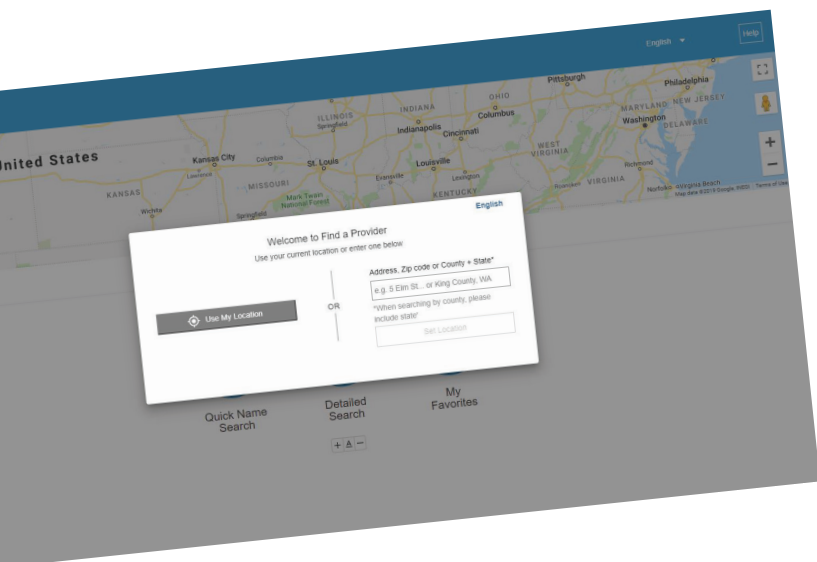
# Pharmacy Network Notice

Please note: On 7/8/2019, the NH Healthy Families Pharmacy network is changing. Walgreens and its subsidiaries will no longer be participating providers. Locations in Berlin, Colebrook and Lancaster will remain in network. To avoid a break in treatment, members should move their medicines to a new pharmacy by 7/8/2019. You can do this by any ONE of the following:

- Call or go to the new pharmacy to ask for the medicine to be transferred.
- Ask your doctor to call or send your prescriptions to the new pharmacy.
- Bring a written prescription to the new pharmacy.

Members and providers can search for other pharmacies on our website by using the Find-a-Doctor tool. Go to [NHhealthyfamilies.com](http://NHhealthyfamilies.com) and click on "Find a Doctor". Next, click on "Start Provider Search". They can also go directly to the tool by typing [providersearch.nhhealthyfamilies.com](http://providersearch.nhhealthyfamilies.com).

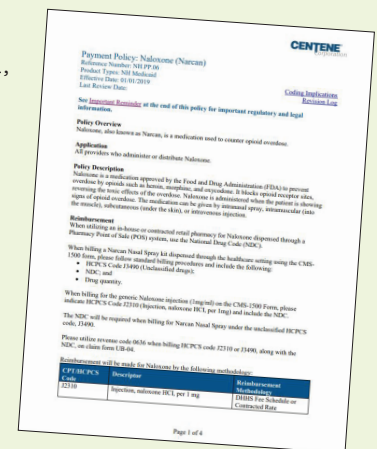
We are here to help. If members have questions, call Member Services at **1-866-769-3085** or TDD/TTY at 1-855-742-0123.



# Naloxone Payment Policy Update

In accordance with our efforts to help combat the opioid crisis here in New Hampshire, and in cooperation with DHHS, NH Healthy Families has posted the following payment policy: NH.PP.06: Naloxone (Narcan) to the NH Healthy Families website.

All providers can bill, and subsequently be reimbursed, for both the Naloxone injection as well as the Narcan nasal spray. To see the updated policy [CLICK HERE](#).



# Behavioral Health Services for Your Patients

If you have patients who struggle with depression, anxiety, substance use disorder or other behavioral health conditions, we have resources that can help. NH Healthy Families offers our members access to all covered, medically necessary behavioral health services. For help identifying a behavioral health provider or for prior authorization for inpatient or outpatient services, call us at **1-866-769-3085**.



**Start Smart for Your Baby® Enhancements  
for Members Beginning September 1, 2019**

# Start Smart for Your Baby®

Our Start Smart for Your Baby® program provides customized support and care for pregnant women and new moms. This program helps you focus on your health during your pregnancy and your baby's first year.

**Complete your Notice of Pregnancy (NOP) within your first 12 weeks and earn \$50 on your *myhealthpays*™ account PLUS a Diaper Bag filled with essential baby items, including diapers. Complete your NOP within 13-24 weeks and earn \$25 PLUS the Diaper Bag.**  
(You can earn up to \$250 total in *myhealthpays*™ rewards per state fiscal year)

## START SMART FOR YOUR BABY® OFFERS THESE BENEFITS AT NO COST TO YOU:

CARE MANAGEMENT	EDUCATION AND SUPPORTS
<ul style="list-style-type: none"> <li>• Medical staff to work with you and your doctor if you experience any issues during your pregnancy</li> <li>• Prenatal vitamins</li> <li>• Information about pregnancy and newborn care</li> <li>• Community help with housing, food, clothing and cribs</li> <li>• Breastfeeding support and resources</li> </ul>	<ul style="list-style-type: none"> <li>• Postpartum resources</li> <li>• Smoking, e-cigarette and vaping cessation</li> <li>• Substance Use Disorder support</li> <li>• Baby showers</li> <li>• Text and email health tips for you and your newborn</li> </ul>



## PREGNANT AND NEW MOMS CAN EARN UP TO \$210 IN REWARDS AND EXTRAS *Just for healthy behaviors!*



Just for completing your Notice of Pregnancy (NOP)\*\*, you'll receive a diaper bag filled with essential baby items, including: diapers, baby wipes, baby bath, hand sanitizer, zinc paste and bath towel.

*"I am just writing to say THANK YOU! I informed you guys of my pregnancy, and this huge hospital bag filled with diapers, wipes, and all the necessities, was just sent to me! What a wonderful surprise!..."*  
- NH Healthy Families member

\* Your infant will receive a My Health Pays™ reward that can be used on baby items.  
\*\*Must complete NOP within 26 weeks of pregnancy to receive diaper bag.



# Provider Information Sessions Coming in August, 2019

NH Healthy Families Provider Relations team will be offering informational opportunities for our provider network.

## Topics will include:

Medicaid benefit changes beginning September 1, 2019 • Behavioral health provider training • web based analytic tools • the IMPACT incentive program, and more.

## Option 1: **Regional Information Session**

One-hour breakfast meetings held from 7:30 a.m. – 8:30 a.m. at convenient locations held in August, 2019

## Option 2: **Office Information Session**

If it is more convenient for our provider representatives to come to your office, we will schedule time to visit you.

If you are interested in knowing more about the information sessions, or in registering, please contact your Provider Relations Representative.



## NH Healthy Families' Out-of- Network Helpline

This line is available **Monday through Friday from 8:00 a.m. to 5:00 p.m.** The NH Healthy Families' Out-of-Network helpline provides the option for providers to contact a member of our Health Plan staff to assist with redirection to one of our network or preferred providers. A member of our staff is ready to assist you. Please call the NH Healthy Families' Out-of-Network helpline at **1-844-699-6840**.

## UPDATE CORNER



### Pharmacy Updates:

Visit [NHhealthyfamilies.com](http://NHhealthyfamilies.com)

for the latest changes to our Pharmaceutical Policies and Formulary that may affect your patients.

If you have any questions, call Provider Services at **1-866-769-3085** and ask for the Pharmacy team.



### Provider Updates:

You can find the complete list of Provider Update Notifications at [NHhealthyfamilies.com](http://NHhealthyfamilies.com) under "Provider News"

- [Pharmacy Network Change](#)
- [Drugs of Abuse Clinical Policy](#)
- [Physical Medicine Guidelines Effective August 1, 2019](#)

Call NH Healthy Families Provider Services at **1-866-769-3085** if you have any questions or concerns about these changes.

***Thank you for your continued support of our members and being a partner in our network.***

NH Healthy Families PROVIDER SERVICES: **1-866-769-3085**, Monday to Friday 8 a.m. to 5 p.m.  
Ambetter from NH Healthy Families: **1-844-265-1278**

Like us on Facebook and Twitter to stay in touch with initiatives and happenings around the state. #NHhealthy

