



nh healthy families™

1-866-769-3085

NHhealthyfamilies.com

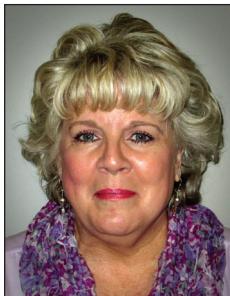
2 Executive Park Drive
Bedford, NH 03110

2019 Vol. 4, No. 7

(SEPTEMBER 2019)

Commitment *to* Communication

From your Provider Relations Team



Dear Providers,

We are pleased to be underway on the new Medicaid Managed Care contract with the Department of Health and Human Services. As I'm sure you know, we at NH Healthy Families have been working tirelessly for months to implement new programs and procedures that will benefit our provider network.

As a way to highlight the great feedback we receive, in this issue you'll see we added a new section called "We Hear You" (see page 6). This section will feature initiatives, updates or changes implemented by NH Healthy Families that were developed based on direct feedback that we have received from you.

We continue to add updates, guides, trainings and more to our Provider Toolkit, which you can find by clicking [here](#), or by visiting the Provider Resources page of NHhealthyfamilies.com. If there is something you would like to see featured, or if you have questions, please contact your Provider Relations Representative, or call us at **1-866-769-3085**.

In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families



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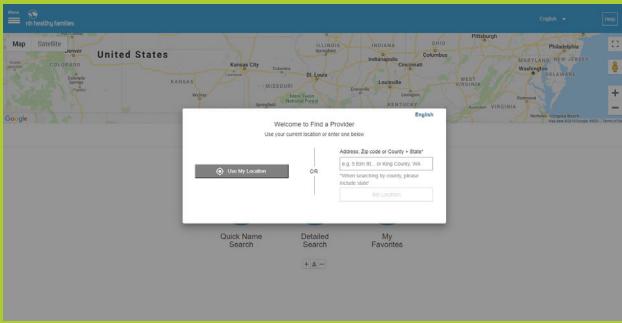
Pharmacy Network Notice

Please note: On 7/8/2019, the NH Healthy Families Pharmacy network has changed. Walgreens and its subsidiaries are no longer participating providers. Locations in Berlin, Colebrook and Lancaster are still in network. To avoid a break in treatment, members had until 7/8/2019 to move their medicines to a new pharmacy. They were able to 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 had the ability to search for other pharmacies on our website by using the Find-a-Doctor tool at NHhealthyfamilies.com, click on "Find a Doctor" and then "Start Provider Search". A direct link to the tool is available by typing <https://providersearch.nhhealthyfamilies.com>.

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



Revised Inbound Phone Call Line

Effective July 17, 2019, NH Healthy Families has moved from a Voice Recognition system to a Touch Tone telephone system. Callers will no longer need to speak their menu option choice but can now select the menu option number.

Specifically for our provider network, the new call system includes improved "self-serve" options that will allow for an easy check on a member's eligibility or the status of a claim without having to speak with a representative.

New Provider Toolkit

As you know, the new Medicaid Managed Care contract went into effect 9/1/19. In an effort to keep our providers up-to-date, we have created a "Provider Toolkit" on our website. There, you can find information important to you and your patients, our members. To see the toolkit visit <https://www.nhhealthyfamilies.com/providers/resources/provider-toolkit.html>.

The screenshot shows the 'nh healthy families' provider toolkit page. At the top, there are links for 'Home', 'Find a Provider', 'Login', 'Careers', 'Contact', 'Find Community Resources', and a search bar. Below that, there are buttons for 'FOR MEMBERS', 'FOR PROVIDERS', and 'GET INSURED'. The main content area is titled 'Provider Toolkit'. It features several sections with links:

- FOR PROVIDERS**:
 - Create Your Account
 - Become a Provider
 - Pre-Auth Check
 - Pharmacy
 - Provider Resources
 - Manuals, Forms and Resources
 - Provider Training
 - Provider Behavioral Health Resources
 - Eligibility Verification
 - Grievance Process
 - Incentives Statement
 - Integrated Care
 - Prior Authorization
 - National Imaging Associates (NIA)
 - Disposable Medical Supplies and DME
 - Patient Centered Medical Home Model
- Provider Toolkit**: A section thanking providers for being part of the network and providing links to various tools and resources.
- NEW MEDICAID MANAGED CARE CONTRACT EFFECTIVE 9/1/19**: A list of links related to the new contract.
- OTHER HELPFUL TOOLS**: A list of links for behavioral health, communication, and other resources.

Web Self-Service Collateral Copy

NH Healthy Families Secure Provider Portal

NH Healthy Families values the relationships we have with our provider partners and works to ensure that doing business with us is easy and straightforward. A key component of meeting provider needs is our secure Provider Portal, which enables providers to conduct business with NH Healthy Families from the convenience of their Desktops seamlessly and in real time.

Key Capabilities

Inside our secure Provider Portal you can check member eligibility, benefits, and cost shares; submit claims; review payment status; and request prior authorizations. Our provider portal is your one-stop-shop location for any NH Healthy Families transaction.

New Features

We have recently updated several aspects of our online Provider Portal, adding features that will simplify the provider experience.

The next time you log into our secure Provider Portal you will find several new capabilities:

- A Member Eligibility overview page reflects all critical data in a single view
- The ability to submit and track the status of claim reconsiderations online
- Expanded free text fields for reconsideration comments and explanations
- The ability to attach required documentation when filing a reconsideration
- Push notification opt in/out for reconsideration status changes

We believe these updates to our Provider Portal will create a more user-friendly experience and enhance your ease of doing business with NH Healthy Families. We hope you will take a moment to explore them after your next login.

Please contact Provider Services at **1-866-769-3085** with any questions you may have.

Talking to Your Patients About the Flu Shot

The flu vaccine is one of the most important steps your patients can take to protect their health every year. As you know, myths abound, scaring some people away from this preventive measure. Lay their fears to rest with this helpful guide.

PATIENT CONCERN: *“I waited too long to get the vaccine.”* It’s ideal to get vaccinated by October, when seasonal outbreaks begin. But you can get the shot in January or later and still benefit. Flu season typically hits its peak in February.

PATIENT CONCERN: *“The shot will give me the flu.”* The flu shot can’t cause flu illness. The vaccine is made with either a flu virus that has been inactivated or with no flu virus at all. The most common side effects—soreness where the shot was administered, low-grade fever, body aches—disappear within two days.

PATIENT CONCERN: *“It’s better to get the flu than the vaccine.”* The flu can be fatal. Older adults, young children and people with chronic illnesses including asthma, diabetes and heart disease risk complications. One little shot can protect you and loved ones from the flu, and make your symptoms less severe if you do catch something.

PATIENT CONCERN: *“What if I’m allergic?”* Allergic reactions are extremely rare and happen quickly (within minutes or hours). These are life threatening, but effective treatments exist.

Every flu season, 5 to 20 percent of Americans catch the flu, and 200,000 are hospitalized with complications, according to the Centers for Disease Control and Prevention, www.cdc.gov/flu/about/qa/disease.htm. HEDIS measures flu shots for people ages 50 to 65.

Practitioner Rights

NH Healthy Families thanks you for being part of our network of participating physicians, hospitals, and healthcare professionals. As part of our commitment to you, we will occasionally provide you with a reminder of your rights as a member of our network.

Credentialing and Re-credentialing

The credentialing and re-credentialing process exists to ensure that participating providers meet the criteria established by NH Healthy Families, as well as government regulations and standards of accrediting bodies. In order to maintain a current provider profile, providers are required to notify NH Healthy Families of any relevant changes to their credentialing information in a timely manner.

Right to Review and Correct Information

All providers participating within the NH Healthy Families' network have the right to review information obtained by NH Healthy Families to evaluate their credentialing and/or recredentialing application. This includes information obtained from any outside primary source such as the National Practitioner Data Bank, malpractice insurance carriers and state licensing agencies. This does not allow a provider to review references, personal recommendations, or other

information that is peer review protected.

Should a provider believe any of the information used in the credentialing/re-credentialing process to be erroneous, or should any information gathered as part of the primary source verification process differ from that submitted by a practitioner, they have the right to correct any erroneous information submitted by another party. To request release of such information, a written request must be submitted to the NH Healthy Families' credentialing department. Upon receipt of this information, the provider will have 14 days to provide a written explanation detailing the error or the difference in information to NH Healthy Families. The NH Healthy Families' Credentialing Committee will then include this information as part of the credentialing/recredentialing process.

Right to be Informed of Application Status

All providers who have submitted an application to join NH Healthy Families have the right to be informed of the status of their application upon request. To obtain status, contact the NH Healthy Families' Provider Relations department at

1-866-769-3085.





You're working to treat opioid misuse. Let us help.

Register today for a FREE online training to treat Opioid Use Disorder (OUD) and qualify for the waiver to prescribe buprenorphine.

September 13, 2019 · November 8, 2019

Curriculum is designed for women's health providers in partnership with the American College of Obstetricians and Gynecologists (ACOG)

Click here to register!

Buprenorphine is the first at-home therapy to treat OUD and offers great potential for expanding treatment.* Buprenorphine also has been proven to be a clinically effective therapy for OUD in populations including pregnant women. It's an essential tool for you to be even better equipped to treat OUD in your community.

NH Healthy Families is sponsoring a FREE online training for providers to qualify for the waiver to prescribe buprenorphine. This training will be conducted by the American Society of Addiction Medicine (ASAM).** It includes:

- ✓ Four hours of live, interactive online training from 9:30 a.m. – 2:00 p.m. (ET)
Attend remotely by streaming the training on your device
- ✓ Four hours of online training at your own pace

And you'll also get for FREE:

- ✓ Continuing Medical Education Available
- ✓ A copy of the ASAM National Practice Guideline
- ✓ A reference guide and other clinical resources



Training to be provided by:

Dr. Alta DeRoo and Dr. Edwin Salsitz

TO REGISTER:



Visit:

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

*Saloner, Brenden, Stoller, Kenneth B., Alexander, G. Caleb. "Moving Addiction Care to the Mainstream — Improving the Quality of Buprenorphine Treatment." *The New England Journal of Medicine* 379.1. (2018): 4. Web. 10 Nov. 2018.
**ASAM is an approved provider by CSAT/SAMHSA of DATA 2000 training.

***Substance Abuse and Mental Health Services Administration. (2017). Key substance use and mental health indicators in the United States: Results from the 2016 National Survey on Drug Use and Health (HHS Publication No. SMA 17-5044, NSDUH Series H-52). Rockville, MD: Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. Retrieved from <https://www.samhsa.gov/data/>.

WE HEAR YOU

Implementing Your Good Feedback

Updating the Join our Network page: In an effort to make it easier to be a provider in our network, we are currently in the process of redesigning the Join our Network page of our website. Once complete, the Join our Network page will have step-by-step instructions for how to complete things like adding a practitioner, updating demographic information and much more. We anticipate this update being completed by mid-October and look forward to sharing the results with you when the page goes live.



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

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.

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



Provider Updates:

You can find the complete list of Provider Update Notifications at NHhealthyfamilies.com under "Provider News"

- [NH Healthy Families Partners with North Country Providers to Fund Program Focused on Social Determinants of Health](#)
- [Revised Access Standards Effective September 1, 2019](#)
- [NH Healthy Families Supports Boys & Girls Clubs of NH with Donation to the Fisher Cats Program Base Hits for Kids](#)
- [Transitional Care Management Program Effective September 1, 2019](#)
- [Upcoming Managed Care Organization Contract Changes Effective September 1, 2019](#)
- [Medicaid Managed Care Provider Resource Communication](#)

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

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

