



nh healthy families™

For Our Members

1-866-769-3085

TDD/TTY: 1-855-742-0123

If you have questions about your coverage, call us. If you need to be connected with a primary care doctor, or a specialist, call us. If you have questions about symptoms of COVID-19, whether they are physical or behavioral, call us. We're here for you. That's what we do.



SYMPTOMS

The symptoms of COVID-19 include fever, cough, shortness of breath, and lower respiratory illness. It may be contagious before a person begins showing symptoms.

If you are experiencing **physical symptoms** of COVID-19 and wish to speak to a medical professional you can:

- Contact your Primary Care Physician (PCP)
- If you do not have a PCP, contact NH Healthy Families **1-866-769-3085** and we will set you up with a PCP
- Our Nurseline is available 24/7 to answer your health questions **1-866-769-3085** (follow prompts)

If you are experiencing **increased anxiety, depression or other behavioral health symptoms** and wish to speak to a medical professional you can:

- Contact your behavioral health provider, or PCP
- If you would like help finding a behavioral health provider or PCP, contact NH Healthy Families and we will help you find one
- Here are some other behavioral health resources you can use:
 - Emergency: **9-1-1**
 - Crisis Text Line: **Text 741741**
 - Behavioral Health Crisis Treatment Center: **1-844-743-5748**
 - National Suicide Prevention Hotline: **1-800-273-TALK (8255)**
 - For help with substance use: **2-1-1**
 - NAMI: www.namih.org/resources-2/covid-19/



IMPORTANT HEALTH COVERAGE ENHANCEMENTS

COVID-19 Testing

If your doctor's office determines that you require a COVID-19 test, your test is covered. NH Healthy Families will not require any special steps for your physician to complete before the test can be administered.

Telehealth Services

- Telehealth between patient and doctor's office may be conducted in the home
- Telehealth interaction may be conducted by telephone
- Telehealth interaction may be conducted by video streaming applications that allow for video chats including:
 - Apple FaceTime
 - Facebook Messenger video chat
 - Google Hangouts video
 - Skype
- All non-procedural and non-lab services can be conducted via Telehealth interaction. This includes, but is not limited to, Applied Behavioral Therapy (ABA) and Speech Therapy.

Please work with your doctor's office on the method of communication for telehealth that best serves your needs.

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REMINDER:

90-Day medication supply option for maintenance medication

A reminder to our members that there is a 90-day Medication Supply mail order option for your maintenance medication.

All NH Healthy Families Medicaid Members have access to the mail order pharmacy through Homescripts.

New Member Enrollment:

- Fill out the Member Enrollment form (see link next column) and mail the form along with the prescriptions, to the address on the form.
 - Members can also fill out the Contact Provider Form on the Homescripts website (see link next column) to have the pharmacist call your provider for the prescription information.
- Members can also call Homescripts at **1-888-239-7690** to enroll.

Reorder/New Medications:

- If a Member is already enrolled in Homescripts they can submit a prescription for reorder by filling out the appropriate Hard Copy Prescription Reorder Form (see link next column), along with the prescription, and mail it to the address on the form.
- Members can also fill out the Contact Provider Form on the Homescripts website (see link next column) to have the pharmacist call your provider for the prescription information.

Important Note: Specialty medications are still required to come through Acaria, not Homescripts.

- Homescripts Webpage: <https://homescripts.envolvehealth.com/>

- Member Enrollment Form: <https://homescripts.envolvehealth.com/content/dam/centene/envolve-pharmacy-solutions/pdfs/Homescripts/2019HomescriptEnrollmentEn.pdf>
- Contact Provider Form: <https://homescripts.envolvehealth.com/new-prescription.html>
- Hard Copy Prescription Reorder Form: <https://homescripts.envolvehealth.com/content/dam/centene/envolve-pharmacy-solutions/pdfs/Homescripts/Hard%20Copy%20Prescription%20Reorder%20Form.pdf>



RESOURCES

As a reminder to our members, the following resources are available to you:



24/7 Nurseline

1-866-769-3085 (follow the prompts)

To answer your most immediate questions



Community Connector

<https://nhhealthyfamilies.auntbertha.com/>

To guide you to resources in your community if you are struggling with a lack of food, heat or other necessities



Our Care Management Team

1-866-769-3085

We have **75** clinical team members, including doctors, nurses, social workers, community health workers, mental health and addiction professionals who are ready to help you with your questions. Contact us **1-866-769-3085**.

For more information about COVID-19:

- <https://www.nhhealthyfamilies.com/member-coronavirus-information.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/>

Stay Safe, Stay Healthy

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