



Get Healthy BULLETIN

Let Us Help with Your Complex Needs

Call our Care Managers

If you have several health problems, you may see many doctors for treatment. NH Healthy Families can help keep track of those conditions and what to do to care for them.

NH Healthy Families offers Care Management for our members. Care Management is when nurses or social workers:

- Help you better understand and manage your health problems
- Work with you and your doctor to help you get the care and community resources you need
- Help set up home health services

Call Member Services to get Care Management if you have conditions or situations such as:

- Diabetes
- Multiple Sclerosis
- HIV/AIDS
- Heart or Lung Disease
- Substance Use Disorders
- Hemophilia
- Brain Injury
- Severe Mental Illness
- Many Hospitalizations or Emergency Room Visits

To find out if you or your family member may be able to get Care Management, call Member Services at **1-866-769-3085**, TTY/TDD 1-855-742-0123.

We Care About Your Privacy

We know you want your medical information to stay private. Your medical information is called protected health information (PHI). We keep it safe for you.



We follow state laws and federal laws to keep it private. You can read the full text on privacy practices in your Member Handbook. For other questions about your privacy:

- Visit our website at **NHhealthyfamilies.com**
- Call NH Healthy Families Member Services at **1-866-769-3085**, TTY/TDD: 1-855-742-0123.

Pharmacy Update: The Preferred Drug List (PDL)

Medically necessary pharmacy services are covered as part of your benefits. NH Healthy Families follows a set Preferred Drug List (PDL). The PDL is a list of drugs, determined by doctors and pharmacists to be effective. The list is reviewed and updated quarterly by doctors and pharmacists to maintain the quality of your care, while still being appropriate and cost effective.

You can see all the drugs in the NH Healthy Families PDL by going to **NHhealthyfamilies.com**. Click on the name of your product and then: For Members → Benefits and Services → Pharmacy → Preferred Drug List

Call Member Services if you have any questions, need more information, or want a copy of the PDL.

Start Smart for Your Baby Works with You



The Best Start for Your Baby

We have a program for pregnant and new moms. It is called Start Smart for Your Baby®. It is designed to customize the support and care you need for a healthy pregnancy and baby. It is already part of your benefits and won't cost you a thing.

A Program to Meet Your Needs

We provide the following:

- Information about pregnancy and newborn care
- Community resources to help you get the things you need during your pregnancy and after your baby is born. This includes food, cribs, housing and clothing
- Breastfeeding support and resources
- Professional medical staff who work with you and your doctor and nurses if you have a more difficult pregnancy
- Resources if you are feeling down during or after your pregnancy

• Help you quit smoking, alcohol or drugs

• Thank you are pregnant.

• Let our pregnancy help you.

• Member account

• Learning rewards for

HealthyFamilies.com for more

• TDD/TTY 1-855-742-0123.



Start Smart
for Your Baby

Did you Know?

important that you get the best care. Make sure you talk to your doctor about prenatal vitamins!

Did you know that, as a recipient of Medicaid in the State of New Hampshire, prenatal vitamins are a covered benefit for pregnant women? If you are pregnant, it is

Notification of Pregnancy Member Incentive Program

Starting July 1, 2018, pregnant members who complete a successful notification of pregnancy (NOP) assessment with their doctor before their 25th week of pregnancy will receive a free diaper bag. The bag is filled with useful items for baby including diapers, wipes, lotion, nail clippers, bulb syringe, medication dispenser, and comb/brush set. You



can complete the form online, by phone with a NH Healthy Families call center representative, or by mailing in the form. Members who have the assessment completed by their doctor are eligible to receive the bag as well. Please call us at **1-866-769-3085** with any questions.



I choose



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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



- Getting a copy of your medical record and asking for changes or corrections
- The right to request an appeal from NH Healthy Families or from a state agency if you don't agree with NH Healthy Families' appeal decision

For more information about the process for requesting appeals, please look in your Member Handbook or call Member Services.

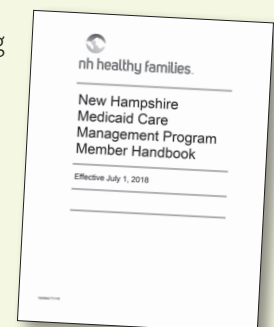
Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Bringing your ID card with you to all appointments
- Contacting your Primary Care Provider (PCP) first if you have a medical need that is not an emergency
- Telling your PCP if you receive care in an emergency room

To learn more about our privacy policies, your benefits, access to care, and your rights and responsibilities, please refer to your Member Handbook. You can also look in the *For Members* section of our website, **NHhealthyfamilies.com**.



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. 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 health 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.





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** that can answer many of your questions?

On the website you can find:

- ▶ Your Member Handbook
- ▶ How to find a doctor
- ▶ Your member benefits
- ▶ 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? **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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1-866-769-3085
(TDD)/TTY 1-855-742-0123

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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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