



# Get Healthy BULLETIN

## How to Get Information About Your NH Healthy Families Coverage

As your health insurance provider, it is important to us that you know how to use your benefits, what benefits are covered, and where to get the services you need. 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?

To arrange for interpretation services, call Member Services at **1-866-769-3085, TTY/TDD: 1-855-742-0123**.

More questions? Want a hard copy of your Member Handbook or other materials? Call Member Services. We are here Monday to Wednesday, 8 a.m. to 8 p.m. and Thursday to Friday 8 a.m. to 5 p.m. We look forward to helping you!

### On the website you can find:

- Your Member Handbook
- How to find a Primary Care Provider (PCP) or other doctor
- Your member benefits
- How to access emergency care and other medical services
- How to file an appeal
- Your rights and responsibilities as our member

Also, for members who do not speak English or do not feel comfortable speaking it, NH Healthy Families has a service to help. This service is very important because you and your doctor must be able to talk about your medical or behavioral health concerns in a way you both can understand. Our interpreter services are provided at no cost to you and can help with many different languages. This includes sign language. We also have Spanish-speaking representatives available who can help you as needed. NH Healthy Families members who are blind or visually impaired can call Member Services for an oral interpretation.





# In New Hampshire



nh healthy families™

What does it truly mean to be local?

# for New Hampshire

- All NH Healthy Families' 200 staff members working right here in NH
- Customer Service, Care Management, and Provider Relations situated at our offices in Bedford
- Staff who live in every region of NH, understanding the needs and the nuances of people in our communities

We live here, so our members are our neighbors, friends and family. We're local people serving you locally.

## NH Healthy Families...

### Integrated, Comprehensive Medicaid Benefits

NH Healthy Families covers all NH Medicaid medical, behavioral health, pharmaceutical and preventive care services. Included in our coverage you will find:



#### Integrated Care Management Program

Local medical and behavioral health care managers working together for you



#### Preventive Care Coverage

Screenings, vaccinations, check-ups, well-child visits



#### Member Services

For help with understanding benefits, finding a provider, local resources, plan an appointment and find transportation for you



#### Health Coaches

For help with chronic ongoing conditions like asthma, diabetes and more



#### 24/7 Nurse Advice Line

An extension of our team who will answer questions or give you advice when you aren't sure what to do



#### Transportation

Rides available or mileage reimbursed for covered care and services

### EXTRAS AT NO COST TO YOU!

#### Health Extras

The NH Healthy Families staff works in our New Hampshire office and serves members across the state. Delivering care locally allows us to offer many extra benefits AT NO COST TO YOU!



#### CentAccount® Program

Earn money for doing healthy behaviors. You choose how to spend your rewards



#### MemberConnections®

At-home outreach to help you with your medical and social service needs



#### ConnectionsPLUS®

Free cell phones for those who need it



#### Start Smart for Your Baby®

Pregnancy program for education, support, and help. Receive a new diaper bag upon completion of Notification of Pregnancy assessment



#### Tobacco Cessation Program

Help to quit using tobacco



#### Expanded Transportation

We'll even take you to social services appointments like Alcoholics Anonymous and Narcotics Anonymous meetings

#### Gateway Services

NH Healthy Families' Gateway Services provides social supports to members and communities AT NO COST.



#### Cooking Matters

Six-week meal preparation and nutrition program for Diabetes management



#### Foster Care Comfort-To-Go

Durable duffel bags with personal items for youth transitioning to Foster Care



#### Vision Van

Mobile vision screenings and reading glasses for communities



#### Recovery Supports

Scholarship, education, and direct supports for Substance Use Disorder prevention, intervention and recovery



#### Self-Care Kits

Essential grooming items in a convenient carrying case for members



#### OpiEnd® Youth Challenge

Poster contest for NH middle-school students to increase awareness and be part of the solution to end Opioid misuse



#### No One Eats Alone™

Student-led initiative to increase awareness and address social isolation in schools

Have questions or want to learn more about how to enroll? Contact us today!

ChooseNHhealthyfamilies.com  
1-866-769-3085 • TDD/TTY: 1-855-742-0123

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# Which Medications are Covered?

NH Healthy Families is committed to providing appropriate, quality, and cost-effective drug therapy to you, our member. NH Healthy Families covers prescription medications and certain over-the-counter medications with a written order from a participating NH Healthy Families provider. Not all medications are covered, some medications require permission before they are covered, and other medications have limits on how they are covered.

Medically necessary pharmacy services may also be covered as well. 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 for the treatment of certain conditions.

This list is regularly reviewed and updated to maintain the quality of care provided to you. For more information on the PDL, call Member Services or visit [NHhealthyfamilies.com](http://NHhealthyfamilies.com).

## Be the Boss of Diabetes

If you have diabetes, eating well is one of the best things you can do for your health. Managing diabetes takes work. But if you do it well, you can live a healthy and active life.

**Use this tip list to help you manage your diabetes every day:**

- Check your blood sugar levels.
- Brush and floss your teeth.
- Look at your feet for blisters or sores.

It's also important to check in with your doctor as recommended. Certain screenings help show if your treatment plan is working.

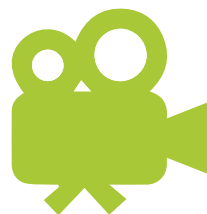
**Ask your doctor if you need these tests or exams:**

- A1C test
- Cholesterol test
- Eye exam
- Kidney exam



nh healthy families™

Attention  
NH Healthy  
Families  
Members



We want to  
**Thank  
You!**

As a special  
thank you to our Members:

Please join NH Healthy Families for  
a Wednesday Night at the Movies event.

### Wednesday, April 10, 2019:

#### Cinemagic - Portsmouth

2454 Lafayette Road, Portsmouth, NH

6 p.m. to 7 p.m. Lobby Table Open

**RSVP by Monday, April 8, 2019**

### Wednesday, April 17, 2019

#### Cinemagic - Merrimack

11 Executive Park Drive, Merrimack, NH

6 p.m. to 7 p.m. Lobby Table Open

**RSVP by Monday, April 15, 2019**

### Wednesday, April 24, 2019

#### Cinemagic - Hooksett

38 Cinemagic Way, Hooksett, NH

6 p.m. to 7 p.m. Lobby Table Open

**RSVP by Monday, April 22, 2019**

Find out what movies are showing:  
[www.cinemagicmovies.com](http://www.cinemagicmovies.com)

#### RSVP:

**NH\_Healthy\_Families\_RSVP@centene.com**  
or call 1-866-769-3085

*This invitation is for you and up to three family members to enjoy a movie of your choice, small popcorn and bottled water at no cost to you.*

**Space is limited and on a first come, first served basis.**  
*Children must be accompanied by at least one adult.*


- Please bring your NH Healthy Families member ID card
- Show your Member ID card to NH Healthy Families staff for admission
- Our staff will be at the NH Healthy Families registration table in the theater lobby from 6 p.m. to 7 p.m.



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2 Executive Park Drive  
Bedford, NH 03110

# Get Healthy

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1-866-769-3085 (TDD)/TTY 1-855-742-0123

Follow us on Twitter @NHhealthy

Like us on Facebook Facebook.com/NHhealthyfamilies

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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## How to Get Information

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- ▶ Your member benefits
- ▶ How to file an appeal
- ▶ How to access emergency care and other medical services
- ▶ Your rights and responsibilities

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**at 1-866-769-3085 TTY/TDD 1-855-742-0123.**

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