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## It May be Time for Your Patients to Verify Their Medicaid Eligibility



### Continuous Medicaid Coverage Has Ended

The COVID-19 federal public health emergency providing continuous Medicaid coverage has ended. Your patients have/will receive letters from DHHS including the date by when they must verify their Medicaid eligibility. If they do not verify their Medicaid eligibility by the date in their DHHS yellow letter, they will lose health coverage.

**Please note:** Be sure your patients wait until their redetermination month (will be noted on their letter or NHEasy account) to take action. Completing too early may result in errors or even cause immediate ineligibility for Medicaid coverage.

### If they no longer qualify for Medicaid:

We can help. NH Healthy Families is the only NH health plan offering all three products – Medicaid, Marketplace (Ambetter) and Medicare (Wellcare). If your patients no longer qualify for Medicaid, we can help with a plan that is right for them - Marketplace coverage: [Ambetter.NHhealthyfamilies.com](https://Ambetter.NHhealthyfamilies.com) Medicare Advantage coverage: [Wellcare.com/en/New-Hampshire](https://Wellcare.com/en/New-Hampshire).

They can find information about other health plans at [healthcare.gov](https://healthcare.gov).

### Ways they can complete their redetermination or provide requested information:

1. Online: <https://nheasy.nh.gov>
2. By mail: Centralized Scanning Unit, PO Box 181, Concord, NH 03302.
3. In person: Visit one of DHHS District Offices, locations can be found at <https://www.dhhs.nh.gov/about-dhhs/locations-facilities#locations>

### Need help?

They can visit one of DHHS District Offices in person or contact the DHHS Customer Service Center toll-free at 1-844-ASK-DHHS (1-844-275-3447) and select option #3 or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 9:00 a.m. to 4:00 p.m. ET.

# Kicks for Kids!

**Eligible ages: 12-17 years old**

## How it works:

When a NH Healthy Families Medicaid teen member visits their pediatrician for a well child exam any time in 2023 they will be entered to win a **\$100 Nike® gift card\***!

**Drawings will be held monthly, a total of 10 Nike® gift cards\* per month.**

*(Teens who have already completed their well child visit for 2023 have been entered in the first drawings. Winners will be notified by email.)*



*There's no form to fill out or raffle entry to complete, they will automatically be entered just by completing their well child visit with their pediatrician.*

Remember, with My Health Pays® rewards they will earn \$30\* just for going to their well child visit!

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

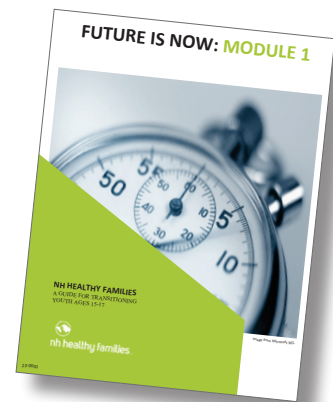
## The FUTURE IS NOW Program

Do you have a NH Healthy Families Medicaid patient between the ages of 15-17 who wants to be more prepared as they transition into becoming an adult?

They can enroll today in one or all three of our Future is Now coaching programs, and \$50\* for each module they complete. Modules consist of Managing Money, Social Supports, and Managing Your Health.

To enroll, your NH Healthy Families Medicaid patient can contact the Member Connections team at **1-866-769-3085** or email [NHHFCAREMANAGEMENT@centene.com](mailto:NHHFCAREMANAGEMENT@centene.com) to get started.

# FUTURE IS NOW



\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.



# Member Reward Reminders

NH Healthy Families members earn rewards every year for healthy behaviors through our My Health Pays® program. Here are just a few examples of rewards our members can earn each year.



## Health Risk Assessment (HRA) Completion

The [HRA](#) is a set of questions our members can complete in 10 minutes. It allows us to understand how to help our members with their healthcare needs. Members can earn \$20\* every year for completing their [HRA](#)!



### Let your patients know about the 2023 HRA Challenge!

NH Healthy Families members who complete their yearly Health Risk Assessment (HRA) in 2023 will be entered to win a \$100 Amazon gift card\*! The challenge consists of four quarterly drawings throughout 2023.

*NH Healthy Families members who have already completed their HRA in 2023 are automatically entered for our first quarterly drawing. Winners will be notified by email.*

## Lead Screening

The COVID-19 pandemic negatively impacted number of children 0-2 years old who are screened for lead poisoning. Please help our team raise the number of lead screenings in Children 0-2 years old by offering the tests at child well visits. NH Healthy Families members can earn \$20\* in My Health Pays® rewards for completing the lead screening tests!

**Education sessions on lead testing for providers and clinical teams are available from DHHS on-site or virtual and at no cost!** Visit DHHS Programs and Services webpage [here](#). Contact Division of Public Health Services, Healthy Homes and Lead Poisoning Prevention Program at: [LeadInfo@dhhs.gov](mailto:LeadInfo@dhhs.gov) for more information.



## Ready for My Recovery

Are you working with NH Healthy Families member who is ready for recovery from substance misuse? The [Ready for My Recovery](#) program provides access to substance use disorder services. It offers care management, and up to \$115\* in the first year for members who are committed to entering a substance misuse recovery program.



## Mental Health Champion

A Mental Health (MH) Champion is any person or organization that raises awareness for mental health, reduces stigma, and provides support and hope to those in need. Members aged 12 to 20 can take the NH Healthy Families pledge to become a MH Champion and will receive a free MH Champion T-Shirt. Members can also earn up to \$50\* in My Health Pays® rewards by participating in qualifying MH related training, programs or activities. Learn more [here](#).



## Prenatal – Start Smart for Your Baby®

Our Start Smart for Your Baby® program offers customized care and rewards for pregnant and new moms (and their babies). Please encourage NH Healthy Families members to tell us when they are pregnant by completing a Notice of Pregnancy (NOP). If a pregnant NH Healthy Families member completes their NOP in their first or second trimester, they can earn up to \$100\* in My Health Pays® rewards!

See all the My Health Pays® Rewards [here](#).

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

# Spring 2023 Behavioral Health Provider Trainings



NH Healthy Families offers trainings for both behavioral health and physical health providers in our network. Most of our clinical trainings offer behavioral health continuing education units also at no cost to the attendee. Trainings are completed via live/virtual instructor led webinars. Some of our behavioral health seminars offered April – June 2023:

For our full catalog, please visit: [NH Healthy Families Provider Training Catalog](#)

## **NH Suicide Risk Module 2- Assessment, Intervention, and Evidence Based Treatment - 3 CEs available**

This course assists qualified health providers in providing clinical suicide risk assessments. It covers the basic skills of interviewing, reviews standardized tools to assess for risk factors of suicide and evidenced based tools to assess risk of suicide. The training goes on to describe evidenced based best practices for several different health care settings. Register below:

[April 3rd 2023 9:30AM-12:30PM EST](#)

## **NH Substance Related & Addictive Disorders Module 8- Sedatives - 1.5 CEs available**

Attendees receive an overview of DSM-5 criteria and diagnostic information specific to Sedative-Related Disorders. In addition, the course teaches the alterations that substance use may make to important brain areas needed for life-sustaining functions. Register below:

[April 6th 2023 10:00AM-11:30AM EST](#)

## **NH Cultural Humility- Building Upon the Foundation of Cultural Competence - 2 CEs available**

This training is designed to create an understanding of the practical concepts of Cultural Humility and how it relates to Cultural Competence as the foundation. Specific considerations to the role biases have on our decision making and client interaction. The negative consequences of institutional racism, microaggressions, and how these impact healthcare are discussed. Strategies

on how to promote cultural inclusivity with members is also discussed. Register below:

[April 7th 2023 10:00AM-12:00PM EST](#)

## **NH SUD Initiative for Providers Education, Prevention, Intervention, Tx & Recovery Opioid Focused Training - 2.5 CEs available**

This course assists providers in understanding the development, course and treatment of Opioid Use Disorders. It covers the etiology of prescription opioid misuse, the identification and prevention of opioid overdose and principles of effective treatment. New Hampshire specific trends and resources are provided to further understanding of Opioid Use and misuse. Register below:

[April 11th 2023 10:00AM-12:00PM EST](#)

## **NH Co-Occurring Substance Use & Mental Health Disorders Training - 2 CEs available**

Behavioral health providers learn the relationship between substance use and co-occurring behavioral health disorders and methods to screen and assess co-occurring disorders. The course also offers guidance on treatment options. Register below:

[April 12th 2023 11:00AM-1:00PM EST](#)

## **NH SBIRT for Providers - 2 CEs available**

Providers discuss the conceptual framework of SBIRT as a public health model and its impact as a system change initiative. Practice for applying concepts to provide screenings, brief interventions, and referrals to treatment will be included. Register below:

[May 2nd 2023 10:00AM-12:00PM EST](#)

# Spring 2023 Behavioral Health Provider Training (Continued)

## **NH Poverty Competency - 2 CE's available**

Providers learn how patients' economic status affects their mental and physical health, with emphasis on the adverse effects of poverty on health and wellness. Providers also learn where to find resources to help patients experiencing poverty.

Register below:

[May 9th 2023 9:00AM-11:00AM EST](#)

## **NH Trauma Informed Care: The Impact of Trauma - 2 CE's available**

Theories and practices within the health system used to design and implement trauma responsive services that promote health and reduce re-traumatization through service delivery.

[May 10th 2023 10:00AM-11:30AM EST](#)

## **NH Providing Services to the LGBTQ+ Population - 2 CE's available**

Service providers learn how to appropriately discuss sexual orientation and gender identity and address the needs of the LGBTQ population by gaining insight about their experiences and concerns.

[June 13th 2023 1:00PM-3:00PM EST](#)

## **NH Integrated Healthcare - 1.5 CE's available**

Behavioral health, substance abuse and physical health providers are introduced to the concept of integrated care, which is designed to increase positive treatment outcomes through a holistic model of care and comprehensive and collaborative supports. Register below:

[June 20th 2023 10:00AM-11:30AM EST](#)

## Clinical Documentation Improvement (CDI) Upcoming Webinars

**Learn more about: Risk Adjustment Documentation and Coding**

For:



FROM | nh healthy families.

Each webinar includes an overview of Risk Adjustment (RA) and Hierarchical Condition Categories (HCCs). To register, please click on the link next to the webinar you would like to attend.

### **HHS Risk Adjustment – What do you need to know**

- April 4 @ 10am (EST) | <https://centene.zoom.us/meeting/register/tJYkd-qoqjsrGdDGTspqK4RuUP8zjETnHopI>
- April 6 @ 5pm (EST) | [https://centene.zoom.us/meeting/register/tJUkd-GqpjOoHde\\_dBFLT\\_Bdkf72WG8-jrPT](https://centene.zoom.us/meeting/register/tJUkd-GqpjOoHde_dBFLT_Bdkf72WG8-jrPT)
- April 12 @ 12noon (EST) | [https://centene.zoom.us/meeting/register/tJMtc-iqpjloHtVOSkR7Q7pwE\\_pj8OfhUDRe](https://centene.zoom.us/meeting/register/tJMtc-iqpjloHtVOSkR7Q7pwE_pj8OfhUDRe)
- April 12 @ 6pm (EST) | [https://centene.zoom.us/meeting/register/tJwpdemprz0vHtFzL8xm-L\\_5kEfqoCE4DAQO](https://centene.zoom.us/meeting/register/tJwpdemprz0vHtFzL8xm-L_5kEfqoCE4DAQO)
- April 14 @ 9am (EST) | <https://centene.zoom.us/meeting/register/tJEpd-Grrj4sGNMfHol3h00Alp6dRg5ajAET>

### **Application of MEAT Criteria & Specificity in Coding**

- April 18 @ 10am (EST) | <https://centene.zoom.us/meeting/register/tJAsc--uqDluGNlr66twKnoYKKXqTyvNXpcz>
- April 20 @ 3pm (EST) | <https://centene.zoom.us/meeting/register/tJMqfumsrTouEtCty3r3z3TVtw6vLaefli3ma>
- April 26 @ 12noon (EST) | [https://centene.zoom.us/meeting/register/tJErcO2opzkvH9NwruNNMqfN5ul9TJg\\_i00s](https://centene.zoom.us/meeting/register/tJErcO2opzkvH9NwruNNMqfN5ul9TJg_i00s)
- April 26 @ 6pm (EST) | <https://centene.zoom.us/meeting/register/tJ0sfuGhrjwzG9HOUJPWQQCYnPdOuhN668fI>

# UPDATE Corner



Call NH Healthy Families Provider Services at [1-866-769-3085](tel:1-866-769-3085) if you have any questions or concerns about these changes.



### **Pharmacy Updates:**

Visit [NHhealthyfamilies.com](https://www.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](https://www.nhhealthyfamilies.com) under “Provider News”

- [Kicks for Kids!](#)
- [Termination of Medline Effective February 20, 2023](#)
- [Payment & Clinical Polices Effective April 1, 2023](#)

*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

