

Provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

2 Executive Park Drive
Bedford, NH 03110

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Commitment to Communication

From your Provider Relations Team

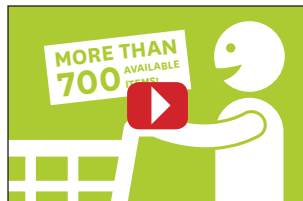


Dear Providers:

On behalf of NH Healthy Families, we appreciate your partnership. As we move into a new year, I'd like to remind you of some of our key value add Medicaid programs only available at NH Healthy Families.

NH Healthy Families recently completed a pilot healthy cooking class, "Cooking Matters" as part of its diabetes prevention program. The six week program included cooking instruction, meal preparation and healthy grocery selection education. Several NH Healthy Families members participated by preparing the meals in class, and taking ingredients home to prepare the meals for their families. The pilot was so successful that we plan to continue the program in 2019.

Did you know that members who participate in our CentAccount® program can choose from more than 700 everyday items as rewards for healthy behaviors? Within this issue, you'll see our



one-minute [CentAccount animated video](#) that explains our extensive rewards program. I encourage you to share it with your patients. As you know, Flu is strong this season. Flu shots are still readily available, and NH Healthy Families members can get their CentAccount reward for getting their flu shot.



Please also encourage your NH Healthy Families patients who are pregnant or who recently had a baby about our [Start Smart for Your Baby](#)® program. We recently added to the program a complimentary Diaper Bag upon *Notice of Pregnancy*.

Finally, next week is Medical Group Practice week! We appreciate the work that our providers and office staff do every day to improve the lives of our members.

Thank you and good health!

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families

How to Promote Women's Health Screenings



January is Cervical Cancer Awareness Month. Each year, approximately 13,000 women are diagnosed with cervical cancer. We wanted to take a moment to remind you of the importance of Women's Health Screenings for your female patients. Below, get to know the **four key HEDIS measures for women's preventive care**.

Breast cancer screening

Women ages 50 and older should have a mammogram every one to two years. (Women who've had bilateral mastectomies are exempt.) Some medical practices take the fear out of mammography with fun, female-focused parties, where patients can network, get spa treatments and check the test off their lists in a relaxing environment.

Cervical cancer screening

It's natural for patients to put off those less-than-pleasant tests. Remind patients when they're due for a well-woman exam with emails or mailers. Consider suggesting getting the test on the same day every year. Some women choose

their birthdays so they never forget. HEDIS requests one of two tests: cervical cytology every three years for women ages 21 to 64, or cervical cytology and HPV co-testing every five years for women ages 30 to 64.

Chlamydia screening

If your patient is 16 to 24 and sexually active, suggest an annual chlamydia test. Pharmacy and claims data can help you identify which patients might be sexually active and therefore benefit from screening. A good time to bring it up? The annual physical exam.

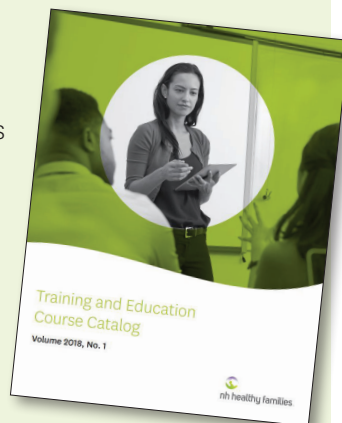
Prenatal and postpartum

For pregnant women, the timing of doctor's visits is key. Your patients should see you within the first trimester and again between 21 and 56 days after delivery. Talk with patients about family planning goals and inform them of recommendations early on.



Behavioral Health Provider Training Catalog Available

Did you know that NH Healthy Families offers Behavioral Health trainings to our provider network? Trainings can be done either online or in your office. [Click here](#) to view the catalog or register for a training.



Provider Toolkit



NH Healthy Families strives to make it as easy as possible for you to provide great care to your patients, our members. To assist with this, we have created a Provider Toolkit page on our website. The toolkit contains information for you that may be important to your patients. Also included is a guide on the transition from the Premium Assistance Program to the Granite Advantage Program. You can view the toolkit [here](#).



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**.

Member Rights and Responsibilities

At NH Healthy Families, our number one priority is the health of our members, your patients. The NH Healthy Families member rights and responsibilities policy addresses its members' treatment, privacy and access to information. We have highlighted a few of those rights below. There are many more and we encourage you to consult your Provider Manual to review them. Find the complete Provider Manual online at NHhealthyfamilies.com under the "Provider Resources" tab or get a printed copy by calling **1-866-769-3085**.

Member rights include:

- To be treated with respect and with due consideration for his/her dignity and privacy
- To participate in decisions regarding his/her health care, including the right to refuse treatment
- To have a discussion about, and receive complete information regarding his/her specific condition and treatment options, regardless of cost or benefit coverage

Member responsibilities include:

- To provide, to the extent possible, information needed by providers for care
- To make his/her primary care provider the first point of contact when needing medical care
- To follow appointment scheduling processes
- To follow plans and instructions for the care that they have agreed to with their practitioners
- To understand their health problems and participate in developing mutually agreed upon treatment goals, to the degree possible

Could Care Management Benefit Your Patients?



Medical care management is a collaborative process that assesses, plans, implements, coordinates, and evaluates options and services to meet an individual's health needs.

It relies on communication and resources to promote quality and cost-effective outcomes.

NH Healthy Families Care Management is intended for high-risk, complex or catastrophic conditions—including transplant candidates and members with special healthcare needs and chronic conditions such as asthma, diabetes, HIV/AIDS, and congestive heart failure.

Care managers do not offer hands-on medical care or treatment. They do not diagnose conditions or prescribe medication. **A care manager can help a patient understand the benefits of following a treatment plan and the consequences of not following the plan outlined by the physician.** In this way, they become a resource for the healthcare team and the member, as well as the member's family.

Our care management team is here to support your team for such events as non-adherence, new diagnosis and complex multiple comorbidities.

Providers can directly refer members to our care management program at any time. Call **1-866-769-3085** for additional information about the case management services offered or to initiate a referral. For full details about the NH Healthy Families care management program, please refer to the Provider Manual, which can be found in the Provider Resources tab at NHhealthyfamilies.com.

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.



Provider Updates:

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

- [Change for Therapy Services Beginning March 1, 2019](#)

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

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**

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