

# GET healthy



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nh healthy families.

2 Executive Park Drive  
Bedford, NH 03110

[NHhealthyfamilies.com](http://NHhealthyfamilies.com)

1-866-769-3085

TDD/TTY: 1-855-742-0123

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## For Our Members

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

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, visit our website and log into your secure member portal to select a PCP. Contact us if you need assistance
- 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/](http://www.namih.org/resources-2/covid-19/)**

### OTHER IMPORTANT CONTACTS

DHHS NH Medicaid: **1-844-275-3447**

NH Healthy Families **1-866-769-3085**

Member Services: **TDD/TTY: 1-855-742-0123**

NH Healthy Families Fax: **1-877-502-7255**

24/7 Nurse Advice Line: **1-866-769-3085**  
press "2" and follow prompt

Transportation: **1-877-671-6291**

Medline: **1-877-865-2556**

Your  
Community  
Connector  
Tool

Find the  
resources you  
need 24/7. Get  
connected today!

[nhhealthyfamilies.auntbertha.com](http://nhhealthyfamilies.auntbertha.com)



# NH Healthy Families Has New Ways to Save You Time

With our Caller Auto Authentication system you can save time being on hold by going through our automated HIPAA verification. By providing your information such as ID number and date of birth, our call center representative has all your information when it is your turn.

We also offer digital ID cards that can be obtained in real time. You can save the member ID card to your phone's photo gallery or print a copy of it. No need to call our member services team. You can get the digital ID card by logging into your secure member portal at **NHhealthyfamilies.com**.

## Disenrollment Rights

Disenrollment is the process of changing your health plan or coverage. That could mean you choose to sign up with another plan, or when you are no longer eligible for Medicaid coverage. You can ask to disenroll with or without cause. To request disenrollment from your plan, call or write to NH DHHS. Contact the NH DHHS Customer Service Center at **1-844-ASK-DHHS (1-844-275-3447) (TDD Access Relay: 1-800-735-2964)**, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. We will ensure that your right to switch is not restricted in any way.

To request disenrollment in writing mail to:  
Division of Client Services  
NH Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301

For a full list of disenrollment rights, please see section 11.1 of your Member Handbook.

# NH Healthy Families' Community Connector Tool



Aunt Bertha has more than 7,500 local resources for the community to use including dental resources. You and your family can access the website at **NHhealthyfamilies.com**, type in your zip code, and search for dental services under the health care tab. The Dental Services tab includes resources for providers offering a sliding scale fee, or reduced cost for dental care. Please contact NH Healthy Families at **1-866-769-3085** and ask to speak to a care manager if you need more assistance with locating dental care near you.



## Your Voice Matters!

Did you know NH Healthy Families has a Member Advisory Board? We are always looking for members to share, collaborate and innovate with us.

[ In person or call in • Get rewarded • Meet 4 times a year ]

If you are interested in joining, please email Lisa Carmichael at [Lisa.A.Carmichael@centene.com](mailto:Lisa.A.Carmichael@centene.com)

How can you earn up to \$250\* reward dollars?

# my health pays®\*

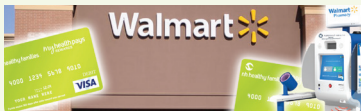
My Health Pays® is an easy-to-use rewards program. Members can earn dollar rewards on their Visa® Prepaid Card\*\*.



Get started by completing your Health Risk Assessment Screening (HRA) online, calling Member Services or at your Walmart Pharmacy kiosk.

Questions on how to complete it at a Walmart Pharmacy kiosk? Go to this link:

[nhhealthyfamilies.com/members/medicaid/benefits-services/healthy-rewards-program.html](https://nhhealthyfamilies.com/members/medicaid/benefits-services/healthy-rewards-program.html) to start your how-to training today!



### Start Smart for Your Baby®

Beginning September 1, 2020 pregnant members can earn **\$100** for completing the Notice of Pregnancy (NOP) within the 1st trimester and **\$50** within the 2nd trimester. Up to **\$180** in total rewards!

### USE YOUR MY HEALTH PAYS\* REWARDS TO HELP PAY FOR:

- Rent
- Cell Phone Bill
- Dental Copays and Services
- Childcare Services
- Utilities
- Transportation
- Childcare Services
- Expenses for Chiropractic and Other Medical Services

### OR, YOU CAN USE THEM TO:

- Shop at Walmart® for everyday items\*\*\*

\*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.

\*\*This My Health Pays® Visa® Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted.

\*\*\*This card may not be used to buy alcohol, tobacco, or firearms products.

Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.

## Announcing a Change to Your Transportation Services Provider

**Beginning September 1, 2020**, Medical Transportation Management (MTM) will be



replacing Coordinated Transportation Solutions (CTS). CTS will still be providing non-emergency medical transportation services through August 31, 2020. We want you to know that even though your transportation will be managed by MTM, your transportation benefit will stay the same.

Look for more details coming soon. If you have any questions please contact us.

## Comprehensive Medication Review and 90-Day Supply

Did you know members of NH Healthy Families are eligible for a Comprehensive Medication Review at no cost? A NH Healthy Families pharmacist is available to discuss your medications, create a plan, possibly reduce side effects, and may even save you money with the end result of improving how you take your medication(s). If you are interested, ask your doctor to contact us. Our team can complete a review of your prescription and non-prescription medications with your doctor.

Additionally, all NH Healthy Families members have the option to receive a 90-day supply of their maintenance medications at in-network pharmacies. For more information on these or any of our other pharmacy programs, please contact us.

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

More questions? Want a hard copy of your Member Handbook or other materials? You also have the right to receive a Provider Directory. All of these materials are available at no cost to you.

## 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.

**Disclosure of Non-Discrimination:** NH Healthy Families complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

NH Healthy Families cumple con las leyes de derechos civiles federales aplicables y no discrimina basándose en la raza, color origen nacional, edad, discapacidad, o sexo.

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nh healthy families



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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20-0010-R1



2 Executive Park Drive  
Bedford, NH 03110

nh healthy families™





I decide which Medicaid plan is right for us.



I choose nh healthy families.

## Your Benefits at a Glance

NH Healthy Families offers:

### HEALTH EXTRAS AT NO COST TO YOU!

#### 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

Mileage reimbursed or rides available for covered care and services

\*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.

myhealthpays®\*



#### Rewards Program

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



#### MemberConnections®

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



#### Start Smart for Your Baby®

Pregnancy program for education, support, and myhealthpays®\* rewards



#### Healthy Kids Club Program

Educational program with fun activities for members 12 and under



#### Ready for My Recovery

Care Management education and myhealthpays®\* rewards for achieving milestones in your recovery from substance misuse



#### Cigarettes, Smokeless Tobacco or Vaping Cessation Program

Help to quit using cigarettes, e-cigarettes or vaping



#### ConnectionsPLUS®\*

Complimentary cell phones for those who need them

#### GATEWAY SERVICES

NH Healthy Families cares about our community. Gateway Services provides social supports to members and communities AT NO COST.



#### Green-To-Go

Offering fresh fruits and vegetables to communities throughout the state



#### Vision Van

Bringing vision screenings, prescription glasses and readers to communities in every region in New Hampshire



#### Self-Care Kits

Essential grooming items in a convenient carrying case for those who need them



#### No One Eats Alone™

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



#### Foster Care Comfort-To-Go

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



#### Bombas Socks

Providing warm, high-quality socks for those who need them

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