

**NH Healthy Families**  
**Addendum to the Member Handbook**  
Effective January 1, 2024

**This is important information on how your coverage has changed from that described in your NH Healthy Families Member Handbook effective January 1, 2024.** You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

We previously sent you the Member Handbook, which provides information about your coverage as an enrollee in our plan. This notice is to let you know there are changes to your benefit coverage. Below you will find information describing these changes. Please keep this information for your reference.

If you have any questions please call Member Services at 1-866-769-3085 (TDD/TTY: 1-855-742-0123) Monday - Wednesday, 8:00 a.m. to 8:00 p.m., Thursday - Friday, 8:00 a.m. to 5:00 p.m.

**Changes to your NH Healthy Families Member Handbook include:**

<b>Where you can find the change in your 2024 Member Handbook</b>	<b>Original Information</b>	<b>Corrected Information</b>	<b>What does this mean for you?</b>
<p>On page 20, under Section 2.8 (<i>How to Contact the NH DHHS Customer Service Center</i>)</p>	<p><b>CALL:</b>  <b>1-888-901-4999</b>  (For plan information)  <b>1-844-ASK-DHHS</b>  (1-844-275-3447) (For all other calls)</p> <p><b>WEBSITE:</b>  <a href="https://nheasy.nh.gov">https://nheasy.nh.gov</a></p>	<p><b>CALL:</b>  <b>1-844-ASK-DHHS</b>  (1-844-275-3447)</p> <p><b>WEBSITE:</b>  <a href="https://nheasy.nh.gov">https://nheasy.nh.gov</a>  <a href="http://www.dhhs.nh.gov">www.dhhs.nh.gov</a></p>	<p>Per the Department of Health and Human Services (DHHS), the 1-888-901-4999 number is no longer active and removed. Added the DHHS website in addition to NH EASY.</p>
<p>On page 21, under Section 2.9 (<i>How to Contact the NH Long-Term Care Ombudsman</i>)</p>	<p><b>WEBSITE:</b>  <a href="https://www.dhhs.nh.gov/oltco/contact.htm">https://www.dhhs.nh.gov/oltco/contact.htm</a></p>	<p><b>WEBSITE:</b>  <a href="https://www.dhhs.nh.gov/about-dhhs/long-term-care-ombudsman">https://www.dhhs.nh.gov/about-dhhs/long-term-care-ombudsman</a></p>	<p>Per the Department of Health and Human Services (DHHS), the website URL has been updated for Long-Term Care Ombudsman.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 22, under Section 2.10 (<i>How to Contact the NH DHHS Ombudsman</i>)</p>	<p><b>CALL:</b>  <b>1-800-852-3345</b>, ext. 6941</p> <p><b>WEBSITE:</b>  <a href="https://www.dhhs.nh.gov/oos/contact.htm">https://www.dhhs.nh.gov/oos/contact.htm</a></p>	<p><b>CALL:</b>  <b>1-800-852-3345</b>, ext. 16941</p> <p><b>WEBSITE:</b>  <a href="https://www.dhhs.nh.gov/about-dhhs/office-ombudsman">https://www.dhhs.nh.gov/about-dhhs/office-ombudsman</a></p>	<p>Per the Department of Health and Human Services (DHHS), when using the 1-800-852-3345, ext. 6941 phone number – the extension is missing a 1. (the correct number is 1-800-852-3345, ext. 16941). The website URL has also been updated.</p>
<p>On page 67, under Section 4.2 (<i>Benefits Chart</i>)</p>	<p><b>Maternity services</b>  Additional maternity related services are also available through the Home Visiting NH and Comprehensive Family Support Services programs. For information about these programs, please call the NH Division of Public Health Services toll-free at <b>1-800-852-3345</b>, ext. 4501 (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:30 p.m. ET.</p>	<p><b>Maternity services</b>  Additional maternity related services are also available through the Home Visiting NH and Comprehensive Family Support Services programs. For information about these programs, please call the NH Division of Public Health Services toll-free at <b>1-800-852-3345</b>, ext. 14501 (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:30 p.m. ET.</p>	<p>Per the Department of Health and Human Services (DHHS), when using the 1-800-852-3345, ext. 4501 phone number – the extension is missing a 1. (the correct number is 1-800-852-3345, ext. 14501).</p>
<p>On page 142, under Section 10.4 (<i>How to File a Standard State Fair Hearing Appeal and What to Expect After You File (Standard Second Level Appeal)</i>)</p>	<p>For more information, contact the AAU at <b>1-800-852-3345</b>, extension 4292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.</p>	<p>For more information, contact the AAU at <b>1-800-852-3345</b>, extension 14292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.</p>	<p>Per the Department of Health and Human Services (DHHS) and CMS, when using the 1-800-852-3345, ext. 4292 phone number – the extension is missing a 1. (the correct number is 1-800-852-3345, ext. 14292).</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
<p>On page 144, under Section 10.4 (<i>How to File a Standard State Fair Hearing Appeal and What to Expect After You File (Standard Second Level Appeal)</i>)</p>	<p>For more information, contact the AAU at <b>1-800-852-3345</b>, extension 4292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-844-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.</p>	<p>For more information, contact the AAU at <b>1-800-852-3345</b>, extension 14292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-844-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.</p>	<p>Per the Department of Health and Human Services (DHHS) and CMS, when using the 1-800-852-3345, ext. 4292 phone number – the extension is missing a 1. (the correct number is 1-800-852-3345, ext. 14292).</p>
<p>On page 146, under Section 10.4 (<i>How to File a Standard State Fair Hearing Appeal and What to Expect After You File (Standard Second Level Appeal)</i>)</p>	<p>For help with your second level appeal and continuation of benefits, contact the AAU at <b>1-800- 852-3345</b>, extension 4292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-844-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.</p>	<p>For help with your second level appeal and continuation of benefits, contact the AAU at <b>1-800- 852-3345</b>, extension 14292, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. You may also contact the NH DHHS Customer Service Center at <b>1-844-ASK-DHHS</b> (1-844-275-3447) (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. – 4:00 p.m. ET.</p>	<p>Per the Department of Health and Human Services (DHHS) and CMS, when using the 1-800-852-3345, ext. 4292 phone number – the extension is missing a 1. (the correct number is 1-800-852-3345, ext. 14292).</p>

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## **Statement 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 federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

NH Healthy Families respecte toutes les lois fédérales en vigueur en matière de droits civils et ne se livre à aucune discrimination fondée sur la race, la couleur, l'origine nationale, l'âge, la situation de handicap ou le sexe.

**ATTENTION:** If you do not speak English, language assistance services are available to you at no cost. Call 1-866-769-3085 (TTY 1-855-742-0123).

**ATENCIÓN:** si no habla inglés, hay servicios de asistencia en diferentes idiomas disponibles para usted sin costo. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

**ATTENTION :** si vous ne parlez pas anglais, des services d'aide linguistique sont mis à votre disposition sans paiement de votre part. Composez le 1-866-769-3085 (TTY 1-855-742-0123).