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nh healthy families.

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NHhealthyfamilies.com

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What is Balance Billing?

Balance Billing is when a provider bills a member more than the plan's copayment amount, as applicable, or charges a member for the difference between the provider billed amount and the plan's payment to the provider.

With the exception of copayments, network providers may not bill you for covered services. We do not allow providers to bill members or add additional or separate charges, called "balance billing." *This protection (that you never pay more than your copayment amount, if applicable) applies even if we pay the provider less than the provider charges for a service. It also applies when there is a dispute about the plan's payment to the provider for a covered service, and when we do not pay certain provider charges.*

Here are examples of situations in which you may need to ask the plan to pay a bill you have received:

- You've received emergency or urgently needed health care services from a provider who is not in the plan's network. *Ask the provider to bill the plan.* If you get a bill from a provider asking for payment that you think you do not owe, send the bill to the plan.

- Network providers should always bill the plan directly. But sometimes they make mistakes and bill you in error. When this occurs:

- Send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid the bill, but you think that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under the plan.

There may be times when a provider bills you for the cost of health care you have received. If you think we should have paid for some or all of these services, you should send the bill to us instead of paying it, or notify the provider to bill the plan. You should always feel free to call NH Healthy Families Member Services with any questions about a bill you received from a healthcare provider. Member Services is available Monday – Wednesday 8:00 a.m. to 8:00 p.m., Thursday – Friday 8:00 a.m. to 5:00 p.m. by calling **1-866-769-3085 (TTY/TDD 1-855-742-0123).**

Thank You!



Thank you to the NH Healthy Families members who attended our virtual Regional Member Meeting held on November 10, 2021. Your thoughts and feedback allow us to continually improve on the service we deliver to all NH Healthy Families members throughout the state.

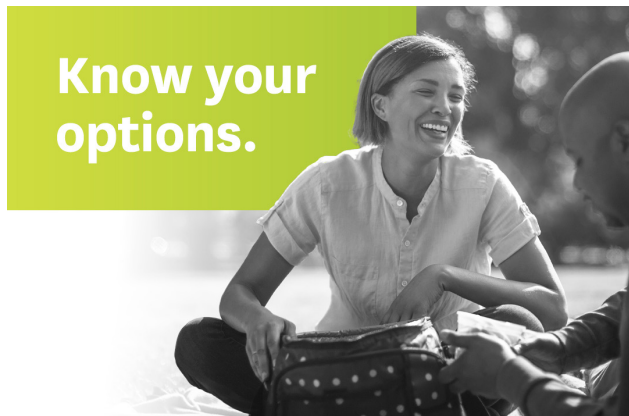
HRA Reminder

Did you know there are several ways you can complete your Health Risk Assessment Screening? You can complete using your local Walmart Pharmacy Kiosk, the Secure Member Portal or calling Customer Service.



Medicaid Eligibility

Be sure to verify your Medicaid eligibility or you'll risk losing your coverage. You can continue your current coverage if your eligibility is confirmed. Learn more at nheasy.nh.gov.



Getting to Know your Pharmacist

An important member of your health care team is as close as your local drugstore. With nearly 9 in 10 Americans living within 5 miles of a community pharmacy, your pharmacist may be the most accessible health professional and can help you better understand your medications.

For more information, visit: www.cdc.gov/heartdisease/pharmacist.htm.

Your Community Connector Tool

Are you looking for supportive resources in your community? The NH Healthy Families Community Connector tool can be accessed 24/7 at no cost to you.

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

nhhealthyfamilies.findhelp.com



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



LEGAL



MONEY



CARE



EDUCATION



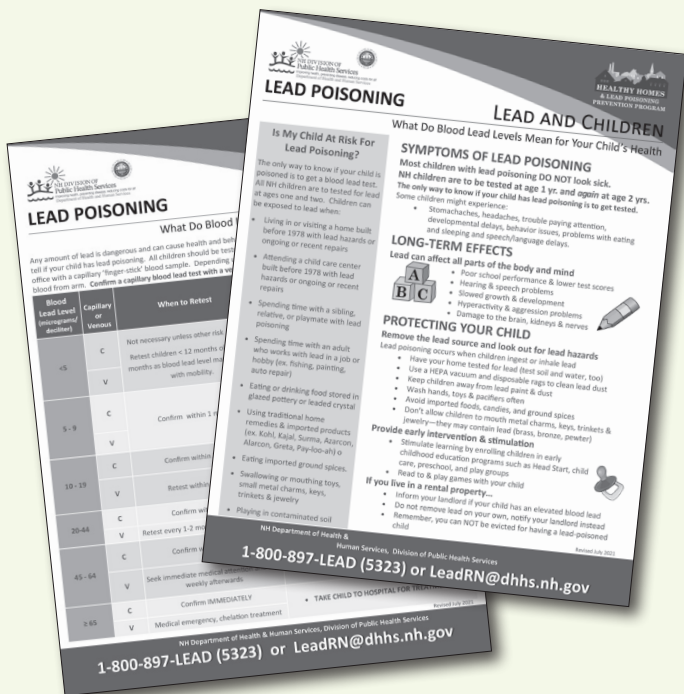
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Lead Poisoning Prevention

Lead is highly toxic and affects virtually every system of the body. It can damage a child's kidneys and central nervous system and cause anemia. At very high levels, lead can cause coma, convulsions, and death. Low levels are associated with decreased intelligence, behavior problems, reduced physical stature and growth, and impaired hearing. The only way to know for sure if your child has lead poisoning is a simple blood test. Ask your child's doctor about having a blood test done or contact the NH Division of Public Health Services Healthy Homes and Lead Poisoning Prevention Program for information about where to have your child tested.

Lead and Children Resource Sheet:
www.dhhs.nh.gov/dphs/bchs/clpp/documents/children.pdf

For more information, email LeadInfo@dhhs.nh.gov, or call **1-800-897-LEAD (5323)** within New Hampshire or at **603-271-4507**.



Source: www.dhhs.nh.gov



Keep yourself and those close to you healthy! Join the millions of people who get their yearly flu shot.



Get Your Flu Shot

No one likes getting sick.

And the flu virus changes every year. So, getting a yearly shot helps protect yourself and those around you. Plus, it's available at no cost to you. And getting your flu shot may actually earn you rewards.

The flu shot is a good idea for just about everyone. But these people are at an even higher risk of health problems from the flu:

- Pregnant moms
- Children and families
- People with a chronic condition or caregivers
- Seniors or those who care for them

For more information on flu shots:
www.nhhealthyfamilies.com/members/medicaid/benefits-services/flu-shots.html

For more information on COVID-19 and vaccine:
www.nhhealthyfamilies.com/members/medicaid/member-coronavirus-information.html



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.

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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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