

## Your 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.

Thank you,  
NH Healthy Families