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Caregiver Resources and More at NHhealthyfamilies.com

NH Healthy Families has great tools and resources and available on our website but not always easy to find, so we'd like to highlight a few in this issue:

Caregiver Resources

Helping to care for a loved one is a rewarding experience. Sometimes it can also be a little stressful. NH Healthy Families understands. And we're here to help you.

Member Resources 

Caregiver Resources 

- Organizational Tools 
- Member Care 
- Support Resources 

Website URL:

NHhealthyfamilies.com/members/medicaid/caregiver-resources.html

- Office Visit Checklist
- When to contact your Care Manager
- Support resources around a variety of topics

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.



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2 Executive Park Drive
 Bedford, NH 03110

NHhealthyfamilies.com

1-866-769-3085

TDD/TTY: 1-855-742-0123

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Ty Law's Getting the COVID-19 Vaccine

Pro Football Hall of Famer and former New England Patriots cornerback Ty Law knows his family and his community count on him. That's why he's getting the COVID-19 vaccine.

Watch Ty Law's video at this link: youtube.com/embed/9RExL7lRNjA?rel=0&autoplay=1

Who's counting on you? Learn more at the CDC website. cdc.gov/coronavirus/2019-ncov/vaccines/index.html.

Don't forget! Signing up for the COVID-19 vaccine is easy and getting there is easy too at no cost for NH Healthy Families members. Contact Medical Transportation Management, Inc. (MTM) at **1-888-597-1192**, for questions, contact NH Healthy Families at **1-866-769-3085**. You may also be able to receive transportation by contacting United Way-211 to access local community resources for transportation, which may include the Lyft Vaccine Alliance Program. Non-Medicaid NH citizens can get a ride to a COVID vaccine appointment by calling One Call at **1-866-365-4349**.

QUIT NOW NH

Thinking about quitting tobacco, smoking, or vaping? NH Healthy Families and the State of NH can help you with that. Call the health plan at **1-866-769-3085** to enroll in our Disease Management Program and earn \$20 on your My Health Pays®* rewards card for completing 6 coaching sessions. You can also call **1-800-QUIT-NOW/1-800-784-8669** or VISIT: **QuitNowNH.org** to participate in the State of NH sponsored program. These programs are available to member's 12 years old and over at no cost.

*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.

The Healthy Kids Club Newsletter Coming Soon!



Attention parents and children, watch your email inboxes for the first issue of the Healthy Kids Club newsletter coming soon. Full of tips, fun and games, crafts, giveaways and much more! Brought to you by Broose the Moose and NH Healthy Families.

Need Non-Emergency Transportation?

For non-emergency medical appointments.



Medical Transportation Management (MTM):

1-888-597-1192

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services

The plan covers EPSDT services for members under the age of 21 years, including applied behavioral analysis (ABA) for members with a diagnosis of autism. The EPSDT benefit is a comprehensive health benefit that helps meet children’s health and developmental needs. Covered benefits include age-appropriate medical, dental, vision, and hearing screening services at specified times, commonly referred to as well-child check-ups, and when health problems arise or are suspected. In addition to screening, EPSDT services include all medically necessary diagnostic and treatment services to correct or improve a child’s physical or mental illness or condition. This is particularly important for children with special health care needs and disabilities.

For specialty treatment services, contact the Special Needs Coordinator at the plan. Call Member Services and ask for the Special Needs Coordinator during normal business hours. **1-866-769-3085 (TTY/TDD 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.)

Prior authorization from the plan is not required for EPSDT screenings. However, some treatment services do require a prior authorization. For more information, please contact the NH Healthy Families Special Needs Coordinator.

Timely Access to Care

Getting access to care is important to getting, and staying, healthy. NH Healthy Families’ network of providers follow a set of guidelines for providing care in a timely manner. Refer to the chart below for standards. If you have questions or have issues booking an appointment, call Member Services at **1-866-769-3085**.

Type of Appointment	Scheduling Time Frame
Transitional care after inpatient stay (medical or behavioral) – PCP, Specialist or CMHC	Within 2 business days of discharge when part of a member’s discharge plan from inpatient care
Transitional care after inpatient stay (medical or behavioral) – Home care	Within 2 calendar days of discharge – must be ordered by PCP, specialty care provider or as part of discharge plan
PCP non-symptomatic office visit	Within 45 calendar days of request
PCP non-urgent, symptomatic visits	Within 10 calendar days of request
PCP or other provider Urgent, symptomatic office visits	Within 48 hours
Mental Health Providers	Provide care within 6 hours, or direct member to crisis center or ER For a non-life threatening emergency. Provide Care within 48 hours for urgent care appointment. Provide Care within 10 business days for a routine office visit.
Post Discharge from New Hampshire Hospital	Contact with community mental health center within 48 hours of psychiatric discharge from New Hampshire Hospital and follow-up appointment to occur within 7 calendar days
Private Hospital Psychiatric Discharge	Follow-up appointment within 7 calendar days
Emergency Providers (medical and behavioral)	Immediately (24 hours a day, 7 days a week) and without prior authorization

EPSDT

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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1-866-769-3085
(TDD/TTY 1-855-742-0123)



Follow us on Twitter
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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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