

GET healthy

nh healthy families.



2020 VOL. 5, NO. 2 (OCTOBER 2020)

In This Issue:

- 2 -

Practicing Good Health During This Flu Season

- 2 -

Your Voice Matters!
Join the NH Healthy Families Member Advisory Board

- 3 -

For Members with Diabetes: Complete Your Needed Health Screenings

- 3 -

Important Message About Accessing the Member Portal

- 3 -

Reminder to Keep Your Information Up-to-Date



nh healthy families.

2 Executive Park Drive
Bedford, NH 03110

NHhealthyfamilies.com

1-866-769-3085

TDD/TTY: 1-855-742-0123

© 2020 NH Healthy Families.
All rights reserved.

NH Healthy Families is underwritten by Granite State Health Plan, Inc.

Schedule Your Screenings Today!



Breast and cervical cancer screenings are one of the best things you can do for your health. They are included in your benefits, so they are at no cost to you. Make an appointment to get your remaining screenings today.

Cervical Cancer Screening

A pap smear is a screening to detect cervical cancer. Your doctor can complete your screening during your annual check-up. Or you can schedule an appointment just for this screening. Early on, cervical cancer may not cause signs or symptoms. Regular screening is important, regardless of if you are sexually active. If your pap smear is normal, you may only need to get one every three years.

Breast Cancer Screening

A mammogram is a breast cancer screening. Yearly mammograms are recommended beginning at age 50. Breast cancer is the second most common cancer in women. Most women who get breast cancer have no known risk factors and no history of the disease in their families.

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.auntbertha.com



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



LEGAL



MONEY



CARE



EDUCATION



WORK

Practicing Good Health During This Flu Season

It's always been important to get your flu shot each flu season. Due to the COVID-19 pandemic, it is even more important to get your flu shot as early as possible. Everyone six months and older should get the flu shot. It's a smart way to help you, your family, and your community stay healthy. When healthy children and adults get vaccinated, it reduces the spread of the flu. It's especially important for these people to get a flu vaccine:

- Adults 50 and older
- Adults with chronic conditions such as asthma or heart disease
- Pregnant women
- People who live in or work at a nursing home

Wash your hands. The next best thing you can do to protect yourself from flu and colds is to wash your hands regularly with soap and water. Scrub your hands for at least 20 seconds, and be sure to scrub between your fingers and under your nails. Don't touch your face. There are more than 200 viruses that cause the common cold. They live on everything you touch, including doorknobs, railings, and shopping carts. To limit the spread of germs, keep your hands away from your eyes, nose, and mouth.

Wear a face covering when in public. Wearing a face covering reduces the spread of disease, including the flu and COVID-19.

Practice Social Distancing and avoid big crowds. If cold and flu have spread in your community, limit your time in public spaces or big gatherings. When you are in public, practice social distancing by staying at least 6 feet from others. Try to avoid contact with people who might be sick with cold or flu until they feel better.

Eat healthy foods. Help fight cold and flu naturally by eating plenty of vitamin-rich fruits and vegetables. Eat foods that are high in vitamin C, such as red bell peppers and broccoli, to boost your immune system.

Get your sleep. Lack of sleep weakens your body's natural defenses against illness. Aim to get seven to eight hours of sleep each night. To wind down, turn off TVs, phones, and computers one hour before bedtime.

Getting your flu shot and practicing good health habits will reduce your chances of getting sick this cold and flu season!

Say "YES" to the flu vaccine during child wellness and immunization visits.

NH Healthy Families members ages six months and up can get the flu vaccine at no cost.



For more information and to find locations to get your flu shot, visit NHhealthyfamilies.com/flu.

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.

If you are interested in joining, please email Lisa Carmichael at Lisa.A.Carmichael@centene.com

For Members with Diabetes:

Complete Your Needed Health Screenings

Getting all of your health screenings each year will help you and your doctors keep your diabetes under control. These simple tests are low to no cost to you.

To complete this year's tests, you still need:



HbA1c Test

This blood test measures your body's average blood sugar. It is different from a glucose test. Some people need this test more than once a year.



Kidney Screening

This urine test detects kidney problems early. Kidney damage can happen before you notice any signs, so you need to get this test every year.



Retinal (Eye) Exam

People with diabetes have a higher risk of vision problems. This test is different from an exam for glasses. Call your eye doctor to make your appointment for this test.

Schedule your appointment(s) today!

We can also help you find a doctor, make appointments and more.



Have more questions? Call Member Services at **1-866-769-3085**, Monday - Wednesday, 8 AM to 8 PM, Thursday & Friday, 8 AM to 5 PM.

Important Message About Accessing the Member Portal

You may have discovered when trying to log into the secure Member Portal that the page does not load properly. This is because there is an incompatibility issue with the Internet Explorer web browser. It is recommended to use Microsoft Edge, Google Chrome, Firefox or Safari when trying to access the Member Portal. This is also true when using the *Find a Provider* tool.

Reminder to Keep Your Information Up-to-Date

If you move, please make sure to update your address and phone number by calling the Department of Health and Human Services at **1-844-275-3447**.

Remember to update or add your email address so you can receive important messages by calling NH Healthy Families Member Services at **1-866-769-3085**, Monday - Wednesday, 8 AM to 8 PM, Thursday & Friday, 8 AM to 5 PM.



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.

NH Healthy Families est en conformité avec les lois fédérales en matière de droits civils et ne pratique aucune discrimination basée sur la race, la couleur de la peau, l'origine nationale, l'âge ou le sexe.



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).

© 2020 NH Healthy Families. All rights reserved.
NH Healthy Families is underwritten by Granite State Health Plan, Inc.

20-0015



2 Executive Park Drive
Bedford, NH 03110

nh healthy families

