



Get Healthy BULLETIN

Important Information for Granite Advantage Members

On June 1st, 2019 Granite Advantage Members who are not exempt from the Community Engagement and Work Requirement will need to complete and track 100 hours of work or other engagement activities. Some Granite Advantage Members may be exempt from this requirement. If you have a disabling mental disorder, chronic substance use disorder, serious or complex medical conditions or have a physical, intellectual or developmental disability that significantly impairs your ability to perform one or more daily living activities, you may certify as medically frail. A licensed medical professional can help you determine if you meet the requirements for medical frailty. Complete the “Medical Frailty Form” located on NHEasy.nh.gov, then click on the “Granite Advantage” link for more information.

If you are not medically frail you may still be eligible for an exemption from the Community Engagement and Work Requirement. Are you a disabled, have a temporary illness or hospitalization, pregnant, or a parent or caregiver? These and other exemptions may be available to you.

Please visit NHEasy.nh.gov, click on the “Granite Advantage” link to view the list of exemptions and to complete an “Exemption Request Form”. You can contact DHHS at 1-844-ASK-DHHS (1-844-275-3347) for questions and assistance with the Community Engagement and Work Requirement.

Your Secure Online Account

Use your Secure Online Member Account to manage your health.

Create your secure online member account so you can always find all of your NH Healthy Families benefits and coverage information in one place. Visit NHhealthyfamilies.com to set up your account.

To enter the secure portal, click on “Login” on the home page of the website. A new window will open.

You can create a new login or sign in if you have registered before. Creating a new account is free and easy.

By creating a NH Healthy Families account, you can:

- Change your Primary Care Doctor
- Request a new Member ID Card
- Update your personal information
- Learn how and when you need Prior Authorization for services
- Find out if there is any cost to you for a service or treatment
- Find out the status of claims

Transitioning to An Adult Physician

If you are between the ages of 21 and 29, your life is full of firsts: your first job, your first apartment, your first healthcare plan. We know there’s a lot going on, so we want to help you stay on track and form healthy habits. To get started, select an adult Primary Care Provider (PCP) and make an appointment today.

If you need help finding a PCP, call Member Services at **1-866-769-3085, TTY/TDD: 1-855-742-0123.**

And check out our other tips!

- Get regular wellness exams from your PCP
- Stay up to date with your vaccinations, including a flu shot every fall
- Be aware of the health risks that run in your family
- Develop healthy habits now: exercise regularly, eat well, and get enough rest

Broose, Bombas and the Great Sock Giveaway!



Our mascot, Broose the Moose is on the loose! And he is giving away Bombas socks at local events throughout New Hampshire starting August 1, 2019. Like our Facebook page (@nhhealthyfamilies) and follow our Twitter page (@NHhealthy) to “track” Broose and find out where we will go next. Learn about all the new benefits and extras that NH Healthy Families Members receive (and make sure you ask Broose for your pair of Bombas socks*):



**The Great Sock Giveaway is available only at our community events. Individuals must be present to receive their socks.*

Member Rights and Responsibilities

Make sure you get the treatment you deserve.

As a NH Healthy Families member, you have many rights and responsibilities. These rights cover your treatment, privacy, and access to information. Your rights include, but are not limited to:

- The right to receive all services that we must provide
- Being treated with dignity and respect when receiving care
- Knowing that your medical record information will be kept private
- The right to request an appeal from NH Healthy Families or from a state agency

Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Bringing your ID card with you to all appointments
- Telling your PCP if you receive care in an emergency room

To learn more about your Member Rights and Responsibilities refer to section 9 of your member handbook or visit NHhealthyfamilies.com under **Member Resources**.

Wednesday Night at the Movies is one of the ways we say “Thank you” to our members. If you are interested in attending one of our movie nights, sign up today. Movie night passes are provided on a first-come, first-served basis only for NH Healthy Families members. Space is limited for each night and we fill up fast. Once each night is full, we will post it on Facebook (@nhhealthyfamilies) and Twitter (@NHhealthy). Sign up by email at NH_Healthy_Families_RSVP@centene.com, or contact our Member Services team at 1-866-769-3085.

Please join NH Healthy Families for a **Wednesday Night at the Movies** event.

Ticket supplies are limited. We sell out quickly. First-come, first-served.

Wednesday, July 24, 2019

Cinemagic Portsmouth

2454 Lafayette Road, Portsmouth, NH
5:30 p.m. to 7 p.m. Lobby Table Open

Wednesday, July 31, 2019

Cinemagic Merrimack

11 Executive Park Drive, Merrimack, NH
5:30 p.m. to 7 p.m. Lobby Table Open

Wednesday, August 7, 2019

Cinemagic Hooksett

38 Cinemagic Way, Hooksett, NH
5:30 p.m. to 7 p.m. Lobby Table Open

Wednesday, August 14, 2019

Regal Cinemas Concord

282 Loudon Road, Concord, NH
5:30 p.m. to 7 p.m. Lobby Table Open

- Please bring your NH Healthy Families member ID card
- Show your Member ID card to NH Healthy Families staff for admission
- Our staff will be at the NH Healthy Families registration table in the theater lobby from 5:30 p.m. to 7 p.m.
- Children must be accompanied by at least one adult
- Limited to one event per family

Your Benefits at a Glance


This chart outlines your continuing or new benefits, extras and services for September 1, 2019:


EXTRAS AT NO COST TO YOU!


INTEGRATED, COMPREHENSIVE MEDICAID BENEFITS


NH Healthy Families covers all NH Medicaid medical, behavioral health, pharmaceutical and preventive care services. Included in our coverage you will find:


 **Integrated Care Management Program**
Local medical and behavioral health care managers working together for you

 **Preventive Care Coverage**
Screenings, vaccinations, check-ups, well-child visits

 **Member Services**
For help with understanding benefits, finding a provider, local resources, plan an appointment and find transportation for you


 **Health Coaches**
For help with chronic ongoing conditions like asthma, diabetes and more


 **24/7 Nurse Advice Line**
An extension of our team who will answer questions or give you advice when you aren't sure what to do

 **Transportation**
Mileage reimbursed or rides available or for covered care and services

*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services each State fiscal year.

 **myhealthpays™* Rewards Program**
Earn money for healthy behaviors. You choose how to spend your rewards

 **MemberConnections®**
At-home outreach to help you with your medical and social service needs


 **ConnectionsPLUS®***
Complimentary cell phones for those who need them

 **Start Smart for Your Baby®**
Pregnancy program for education, support, and myhealthpays™* rewards

 **Healthy Kids Club Program**
Educational program with fun activities for members 12 and under

 **Cigarettes, Smokeless Tobacco or Vaping Cessation Program**
Help to quit using cigarettes, e-cigarettes or vaping


 **Expanded Transportation**
We'll even take you to social services appointments like Alcoholics Anonymous and Narcotics Anonymous meetings


 **Ready for My Recovery**
Care Management education and myhealthpays™* rewards for achieving milestones in your recovery from Substance Use Disorder


GATEWAY SERVICES

NH Healthy Families cares about our community. Gateway Services provides social supports to members and communities AT NO COST.

 **Foster Care Comfort-To-GO**
Durable duffel bags with personal items for youth transitioning to Foster Care

 **No One Eats Alone™**
Student-led initiative to increase awareness and address social isolation in schools

 **Self-Care Kits**
Essential grooming items in a convenient carrying case for those who need them


 **Local Events**
Bringing vision screenings, movie nights and much more to communities throughout the state



nh healthy families™

2 Executive Park Drive
Bedford, NH 03110

Get Healthy

 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](https://www.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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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
- ▶ How to find a doctor
- ▶ Your member benefits
- ▶ How to file an appeal
- ▶ How to access emergency care and other medical services
- ▶ Your rights and responsibilities

More questions? Want a hard copy of your Member Handbook or other materials? **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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