

Provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

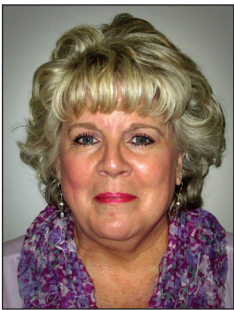
2 Executive Park Drive
Bedford, NH 03110

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(JULY 2019)

Commitment to Communication

From your Provider Relations Team



Dear Providers,

In this issue, you will find information about important changes that are being implemented in accordance with the new contract. While this information is an overview, all changes will be detailed in

our Provider Manual and Billing Manual that will be available soon.

Additionally, there are two new changes to the way you or your staff can get in touch with our office. Effective July 17, we have moved from a Voice Recognition telephone system to a Touch Tone telephone system. We have also created a resource for providers looking to locate an in-network provider for complex members requiring specialist care. As a part of our ongoing improvement initiatives, we have made the **NH Healthy Families Network Navigation helpline** available to our providers. This line can be accessed

Monday through Friday from 8:00 A.M. to 5:00 P.M. EST. by dialing **1-844-699-6840**.

Finally, as we move towards September 1, 2019, and the beginning of a new Medicaid contract, we recognize there are many changes to the Medicaid benefit that will impact our providers. That is why we are offering information sessions during the month of August. More information is included in this bulletin; if you are interested in participating in a regional session, please contact your Provider Relations Representative.

We hope you find this bulletin useful. If you have ideas or comments on the content, please don't hesitate to contact your Provider Relations Representative.

In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families



Revised Inbound Phone Call Line

Effective July 17, 2019, NH Healthy Families is moving from a Voice Recognition system to a Touch Tone telephone system. Callers will no longer need to speak their menu option choice but can now select the menu option number.

Specifically for our provider network, the new call system includes improved “self-serve” options that will allow for an easy check on a member’s eligibility or the status of a claim without having to speak with a representative.

Upcoming Managed Care Organization Contract Changes

With the implementation of the new Managed Care Organization contract with the New Hampshire Department of Health and Human Services going into effect on September 1, 2019, NH Healthy Families would like to announce some of the upcoming changes being implemented in accordance with the execution of the new contract.

These changes will be detailed in both the NH Healthy Families Provider Manual and Billing Manual upon approval by DHHS. Please continue to monitor our website for additional information or updates. In the meantime, you can read a summary of upcoming changes at <https://www.nhhealthyfamilies.com/newsroom/upcoming-managed-care-organization-contract-changes.html>.

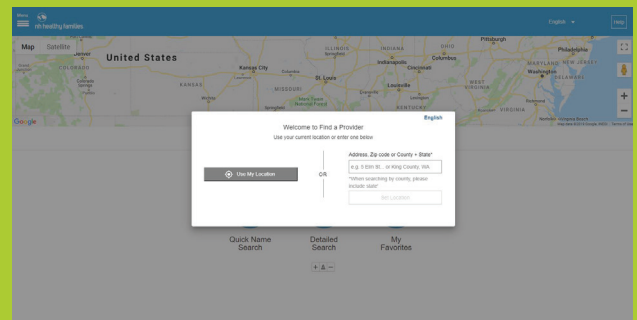
Pharmacy Network Notice

Please note: On 7/8/2019, the NH Healthy Families Pharmacy network is changing. Walgreens and its subsidiaries will no longer be participating providers. Locations in Berlin, Colebrook and Lancaster will remain in network. To avoid a break in treatment, members should move their medicines to a new pharmacy by 7/8/2019. You can do this by any ONE of the following:

- Call or go to the new pharmacy to ask for the medicine to be transferred.
- Ask your doctor to call or send your prescriptions to the new pharmacy.
- Bring a written prescription to the new pharmacy.

Members and providers can search for other pharmacies on our website by using the Find-a-Doctor tool. Go to NHhealthyfamilies.com and click on "Find a Doctor". Next, click on "Start Provider Search". They can also go directly to the tool by typing <https://providersearch.nhhealthyfamilies.com>.

We are here to help. If members have questions, call Member Services at **1-866-769-3085** or TDD/TTY at **1-855-742-0123**.



Encouraging Regular Prenatal Care

Women who do not get prenatal care are three times more likely to have low birth weight babies and five times more likely to lose the baby. Still, in a recent study, about 20 percent of women who gave birth didn't receive care until the second trimester, and 6 percent didn't receive prenatal care until the third trimester, or at all. Here are a few ways you can help make a difference for your patients:

- **Talk to women before they become pregnant.** For some women, there is a health literacy gap. And if she's only seeing you once a year, you can miss an opportunity to provide education about prenatal care if you wait until she becomes pregnant. Let women know that after a positive home pregnancy test, they should schedule a prenatal exam with an OB/GYN to confirm the pregnancy and begin prenatal care. This is also a good time to talk about prenatal vitamins and folic acid with women who hope to conceive.
- **Make it easy.** Make scheduling prenatal visits simple for pregnant patients. For example, encourage them to make their next appointment before they leave your office. Provide them with information at each visit, so they know what to expect. For example, give women easy-to-understand instructions for blood work or tests and for registering for parenting, prenatal, and breastfeeding classes.
- **Hand out a prenatal care schedule.** Share a prenatal care schedule (see sample below) with newly pregnant women so they understand that prenatal care starts immediately and continues throughout their pregnancy. When you confirm a member's pregnancy, it's important to submit the necessary Notification of Pregnancy (NOP) form to NH Healthy Families. Doing so helps us best use our resources to help you and your patients achieve a healthy pregnancy. You can find the NOP form in the Provider Resources tab at NHhealthyfamilies.com.

Sample Prenatal Care Schedule:*

- Weeks 4 through 28 – Once a month
- Weeks 28 through 36 – Every two weeks
- Week 36 through birth – Once a week

*Note: Women who are older than 35 or have what is considered a high-risk pregnancy may need to see their doctor more often. This is a sample schedule and not a recommendation for care or proof of coverage.

Do You Have a Pregnant Patient? *Let Us Know*

With your help, NH Healthy Families can identify pregnant members early on, and direct them to the services they need to support a healthy pregnancy and infant. Notify us about a pregnant member through the Member or Provider Secure Portal. We also offer members the Start Smart for Your Baby® program, which helps women who are pregnant or who have just had a baby. Your staff and patients can learn more at startsmartforyourbaby.com or by calling us at **1-866-769-3085**.



Coming soon to provider offices to promote the Notice of Pregnancy (NOP) completion with our members



nh healthy families™

Focus on your health during pregnancy.

Earn up to **\$210** in *my* health pays™* rewards and extras. *It's that simple!*

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

Complete the Notice of Pregnancy (NOP) form. Earn up to \$50** and a diaper bag filled with baby items.

Get the following support:

- Diaper bag (\$60* cash value) filled with baby essentials (if you complete your NOP before 26 weeks)
- Dollar incentives throughout your pregnancy just for making healthy choices (earn up to \$210* in rewards and extras)
- Prenatal vitamins
- Breast pump
- Help quitting smoking or vaping
- Help with your recovery from substance use disorder
- Baby Shower events
- Postpartum resources

**Pregnant members must complete and submit their Notice of Pregnancy form within 12 weeks of their pregnancy to be eligible for the \$50 reward. Members who submit their Notice of Pregnancy within 26 weeks of their pregnancy can still earn a \$25 reward.

Members Benefits at a Glance

NH Healthy Families offers:

HEALTH 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 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 misuse

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

Vision Van



Bringing vision screenings, prescription glasses and readers to communities throughout the state



You're working to treat opioid misuse. Let us help.

Register today for a **FREE online training to treat Opioid Use Disorder (OUD)** and qualify for the waiver to prescribe buprenorphine.

September 13, 2019 • November 8, 2019

Curriculum is designed for women's health providers in partnership with the American College of Obstetricians and Gynecologists (ACOG)

Click here to register!

Buprenorphine is the first at-home therapy to treat OUD and offers great potential for expanding treatment.* Buprenorphine also has been proven to be a clinically effective therapy for OUD in populations including pregnant women. It's an essential tool for you to be even better equipped to treat OUD in your community.

NH Healthy Families is sponsoring a **FREE online training** for providers to qualify for the waiver to prescribe buprenorphine. This training will be conducted by the American Society of Addiction Medicine (ASAM).**
It includes:

- ✓ Four hours of live, interactive online training from 9:30 a.m. – 2:00 p.m. (ET)
Attend remotely by streaming the training on your device
- ✓ Four hours of online training at your own pace

And you'll also get for FREE:

- ✓ Continuing Medical Education Available
- ✓ A copy of the ASAM *National Practice Guideline*
- ✓ A reference guide and other clinical resources



Training to be provided by:
**Dr. Alta DeRoo and
Dr. Edwin Salsitz**

TO REGISTER:

Visit:
[NHhealthyfamilies.com/
ASAMtraining](http://NHhealthyfamilies.com/ASAMtraining)

*Saloner, Brenden, Stoller, Kenneth B., Alexander, G. Caleb. "Moving Addiction Care to the Mainstream — Improving the Quality of Buprenorphine Treatment." *The New England Journal of Medicine* 379.1. (2018): 4. Web. 10 Nov. 2018.
**ASAM is an approved provider by CSAT/SAMHSA of DATA 2000 training.
***Substance Abuse and Mental Health Services Administration. (2017). *Key substance use and mental health indicators in the United States: Results from the 2016 National Survey on Drug Use and Health (HHS Publication No. SMA 17-5044, NSDUH Series H-52)*. Rockville, MD: Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. Retrieved from <https://www.samhsa.gov/data/>.



Caring for Adolescents

For parents, watching their children grow can cause mixed emotions.

Growing into adulthood is a time of great transition—including changes in health care needs. NH Healthy Families supports members of all ages getting the care they need.

Parents and providers should discuss whether growing children are seeing the right doctor. Children who are seeing pediatricians may need to switch to an adult doctor. Talk with parents about this transition. You can help ensure that there are no breaks in a child’s care.

NH Healthy Families is required to provide information about how it can help members who are reaching adulthood choose an adult primary care practitioner. It’s important for children to see their doctor at least once a year. Members who need help finding the right doctor or making appointments can call our Member Services staff at **1-866-769-3085**.

Locating an In-Network Provider or Specialist

NH Healthy Families has created a resource for providers looking to locate an in-network provider for complex members requiring specialist care.

As a part of our ongoing improvement initiatives, we have made the NH Healthy Families **Network Navigation** helpline available to our providers. This line can be accessed Monday through Friday from 8:00 A.M. to 5:00 P.M. EST. The NH Healthy Families **Network Navigation** helpline gives the option for providers to contact a member of our Health Plan staff to assist with navigation to one of our network or preferred providers.

This new phone line can be reached by dialing **1-844-699-6840**.



UPDATE CORNER



Pharmacy Updates:

Visit NHhealthyfamilies.com

for the latest changes to our Pharmaceutical Policies and Formulary that may affect your patients.

If you have any questions, call Provider Services at **1-866-769-3085** and ask for the Pharmacy team.



Provider Updates:

You can find the complete list of Provider Update Notifications at NHhealthyfamilies.com under “Provider News”

- [Upcoming Managed Care Organization Contract Changes](#)

Call NH Healthy Families Provider Services at **1-866-769-3085** if you have any questions or concerns about these changes.

Thank you for your continued support of our members and being a partner in our network.

NH Healthy Families PROVIDER SERVICES: **1-866-769-3085**, Monday to Friday 8 a.m. to 5 p.m.
Ambetter from NH Healthy Families: **1-844-265-1278**

Like us on Facebook and Twitter to stay in touch with initiatives and happenings around the state. #NHhealthy

