



nh healthy families™

provider bulletin

2018 Vol. 3, No. 6



Helping moms start smart



Start Smart for Your Baby® (Start Smart) is our special program for women who are pregnant. We want to help women take care of themselves and their babies every step of the way. To take part in this program, women can contact

Member Services at NH Healthy Families.

As soon as you confirm a patient's pregnancy, submit a Notification of Pregnancy (NOP) form and we will enroll the member into the program.

This program offers educational materials and personalized care management for those members with complex health conditions. We seek to provide our members helpful information and services as early as possible in pregnancy.

Appropriate prenatal and postpartum care prevents problems with both the mother and baby. NH Healthy Families wants to work with you to ensure every mother and baby get the care they need. Please make sure members schedule their first prenatal visit within the first trimester or within 42 days of enrollment with the plan. A postpartum visit must be scheduled between 21 and 56 days after delivery.

Notification of Pregnancy Incentive Program

The NH Healthy Families Notification of Pregnancy (NOP) Incentive Program offers rewards of \$15 – \$25 to participating OB/GYN and Primary Care Providers for completing and submitting NOP forms in a timely manner.

The earlier the form is submitted, the greater the reward. The incentive is payable only for the first identification of each pregnant member. For more information about this program and how it works, call [1-866-769-3085](tel:1-866-769-3085).



NH Healthy Families' Out-of-Network helpline

This line is available **Monday through Friday from 8:00 a.m. to 5:00 p.m.** The NH Healthy Families' Out-of-Network helpline provides the option for providers to contact a member of our Health Plan staff to assist with redirection to one of our network or preferred providers. A member of our staff is ready to assist you. Please call the NH Healthy Families Out-of-Network helpline at [1-844-699-6840](tel:1-844-699-6840).

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](tel:1-866-769-3085).

Ambetter retrospective review

In accordance with New Hampshire Insurance Department (NHID) RSA 415:2, all NH Health Insurance policies, including Ambetter from NH Healthy Families, follow the cost containment provisions outlined below. In accordance with this guidance outlined, Ambetter from NH Healthy Families allows for late notifications (failure to obtain authorization prior to service) to be retrospectively reviewed. If the service is a covered benefit and the member meets the clinical criteria for the service, the allowable reimbursement will be reduced by 50% or \$1,000.00, whichever is less.

Cost Containment Provisions include:

- Requiring prior authorization as a condition for benefits for hospital admissions or diagnostic imaging services
- Provisions requiring mandatory second opinions for elective surgery
- Provisions requiring that certain surgical procedures be performed on an out-patient basis
- Provisions limiting benefits for non-emergency Friday and Saturday hospital admissions
- Provisions that provide for a reduction in benefits payable if the insured or physician fails to follow required procedures

This process is intended for participating providers in the Ambetter from NH Healthy Families network. If you have any questions, you can call us at [1-844-265-1278](tel:1-844-265-1278) or contact NHID at [603-271-2261](tel:603-271-2261).

As always, thank you for being a partner in our network and for providing excellent care to your patients, our members!

Information you need to know: changes to New Hampshire's childhood lead poisoning law

Billing NH Healthy Families: NH Healthy Families encourages practitioners to bill for blood lead level testing performed through point of care testing with the LeadCare II Analyzer or through obtaining a venous sample. Billing instructions can be found on the [Provider Resources](#) page of NHHealthyFamilies.com or by [clicking here](#).

Since the passing of Senate Bill 247 resources for providers are available through the NH Division of Public Health Services. It includes quick laminated medical management guides that are available, at no cost, for providers to use in exam rooms. The laminated medical management guides provide information on child treatment, clinical evaluation and management including POC blood level testing with LeadCare II analyzers.

Concise educational sessions regarding NH's childhood blood level testing requirements, medical management guidelines, surveillance data, and resources can be scheduled at the provider's convenience with no cost. For more information contact Gail Gettens, MS, Child Development Specialist at gail.gettens@dhhs.state.nh.us or call [603-271-1393](tel:603-271-1393).

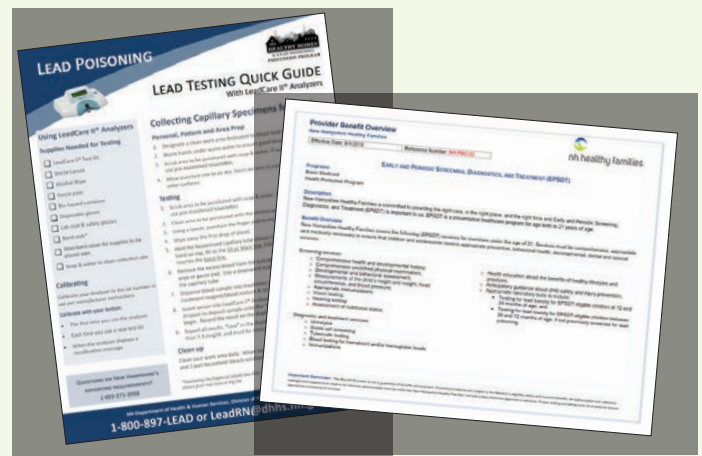
Helpful Links:

POC Lead Testing Quick Guide with Lead Care II Analyzer:

<https://www.dhhs.nh.gov/dphs/bchs/clpp/documents/poc-leadcare2-guide.pdf>

Billing NH Healthy Families:

https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/New-Hampshire-Healthy-Families_Provider_Benefit_Overview_EPSDT-11.pdf



Summer Events

NH Healthy Families is proud to be transforming the health of our community, one person at a time! As part of that commitment, NH Healthy Families sponsors and attends events across New Hampshire. Below is a list of upcoming events that NH Healthy Families is sponsoring. We would love to see you there! For more information about our community engagement, please reach out to **Nicole Tower**, Supervisor, Community Outreach and Public Relations at Nicole.Tower@Centene.com

July

Fairy Tale in Greeley Park

Saturday, July 14, 2018

10 am

Greeley Park, 100 Concord Street, Nashua, NH

Hula Hustle

Sunday, July 22, 2018

9 am

Executive Health and Sports Center
Highlander Way, Manchester, NH

To benefit New Horizons for NH

August

2018 Greater Manchester Chamber of Commerce Golf Classic

Wednesday, August 10, 2018

7:30 Am

Stonebridge Country Club, 161 Gorham Pond Road,
Goffstown, NH

Fisher Cats Base Hits for Kids Game

Thursday, August 23, 2018

7 pm

Fisher Cats Stadium, 1 Line Drive, Manchester, NH

To benefit the Boys and Girls Clubs of NH



Provider Updates

NH Healthy Families sponsors education for substance use disorder recovery in New Hampshire

NH Healthy Families, recently partnered with three New Hampshire healthcare and social service centers to deliver innovative substance use disorder (SUD) programming aimed at enhancing treatment and recovery service capacity throughout the state.

NH Healthy Families is partnering with Greater Tilton Area Family Resource Center, the Mental Health Center of Greater Manchester and the Gorham Family Resource Center to sponsor scholarships to as many as 50 prospective candidates that will participate in the Certified Recovery Support Worker (CRSW) Workforce Development Project.

“This partnership will provide an opportunity to build much-needed treatment and recovery service capacity that is so critical in the effort to combat the substance use disorder crisis in our state,” said NH Healthy Families Plan President & CEO, Jennifer Weigand. “We are proud to partner with these great organizations to develop innovative programming and solutions that will help to impact real change for our members and many more individuals struggling with addiction.”

The program engages and trains qualified candidates to become CRSWs (or Peer Recovery Coaches) to individuals entering SUD treatment. The NH Healthy Families sponsorship will provide financial support for the candidates’ extensive CRSW training in addition to offering professional mentoring and ongoing resources for one year. The combined sponsorships could serve to raise the current number of CRSWs in New Hampshire to more than 100.

“I applaud the work of NH Healthy Families, Greater Tilton Area Family Resource Center, the Mental Health Center of Greater Manchester, and Gorham Family Resource Center. This important partnership will contribute to our efforts to help people misusing opioids and other substances get the supports and services they need,” added DHHS Commissioner Jeffrey A. Meyers. “The State has acted to expand capacity and increase access to treatment and recovery services in response to the opioid epidemic, and innovative partnerships like this illustrate support for the continuum of care necessary to help people on the road to recovery.”

Trainings are scheduled throughout the summer. Trainings will be held at the Greater Tilton Area Family Resource Center, the Mental Health Center of Greater Manchester and the Gorham Family Resource Center.

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](tel:1-866-769-3085) and ask for the Pharmacy team.

Call NH Healthy Families Provider Services 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](tel:1-866-769-3085), Monday to Friday, 8 a.m. to 5 p.m.
- Ambetter from NH Healthy Families [1-844-265-1278](tel:1-844-265-1278)



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