

# F.A.Q.S

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## Frequently Asked Questions

### **I am a Premium Assistance Program member. When will I become a Medicaid Care Management Program member?**

*January 1, 2019*

### **How do I enroll in a Medicaid Care Management organization?**

*You may enroll between November 1, 2018 and 4:00 p.m. December 3, 2018 by visiting <https://nheasy.nh.gov>, or contacting the Customer Service Center at **1-844-ASK-DHHS (1-844-275-3447)**.*

### **What happens if I do not enroll by the deadline?**

*If you do not enroll by December 3, 2018, you will be automatically assigned to NH Healthy Families. You will still be able to switch by December 28, 2018 when annual open enrollment ends.*

### **If I stay with NH Healthy Families, will I be covered during this transition period?**

*Yes. There will be no interruption in your medical coverage during this transition.*

### **Will my out-of-pocket costs change?**

*Yes, all Medicaid Managed Care Program members will have lower out-of-pocket expenses.*

### **If I stay with NH Healthy Families, will I lose the My Health Pays® rewards after January 1?**

*No, you may use your My Health Pays® account through June 30, 2019. You will also be given a new rewards card and program called, CentAccount®.*

### **Can I use both rewards cards? If so, how?**

*Yes, you may use both. You may continue to use your My Health Pays® card until June 30, 2019. You can also start your new CentAccount® program as soon as January 1, 2019.*

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