

NH Healthy Families
Addendum to the Member Handbook
Effective August, 2026

This is important information on how your coverage has changed from that described in your NH Healthy Families Member Handbook effective August, 2026. You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

We previously sent you the Member Handbook, which provides information about your coverage as an enrollee in our plan. This notice is to let you know there are changes to your benefit coverage. Below you will find information describing these changes. Please keep this information for your reference.

If you have any questions please call Member Services at 1-866-769-3085 (TDD/TTY: 1-855-742-0123)
Monday - Wednesday, 8:00 a.m. to 8:00 p.m., Thursday - Friday, 8:00 a.m. to 5:00 p.m.

Changes to your NH Healthy Families Member Handbook include:

Where you can find the change in your 2026 Member Handbook	Original Information	Corrected Information	What does this mean for you?
On page 12, under Section 2.2 (<i>How to contact the plan about a coverage decision or to file an appeal</i>)	Coverage Decision or Appeals – Contact Information (Under “FAX” method): 1-866-270-9943 (Under “WRITE” method): NH Healthy Families Grievance and Appeals Department 2 Executive Park Drive Bedford, NH 03110	Coverage Decision or Appeals – Contact Information (Under “FAX” method): 1-866-270-9943 1-888-865-6531 (Retail Pharmacy Appeals) 1-844-235-5091 (Medical Pharmacy Appeals) (Under “WRITE” method): NH Healthy Families Grievance and Appeals Department 2 Executive Park Drive Bedford, NH 03110 Centene Pharmacy Services NH Pharmacy Appeals Department P.O. Box 31398 Tampa, FL 33631-3398	Added address information for Centene Pharmacy Services. Appeals about prescription drug coverage decisions will now be reviewed by the Centene Pharmacy Services (CPS) Appeals Team. This change gives you access to pharmacy experts who can review your appeal. It will also help make sure all appeals are reviewed in a consistent and fair way.

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On page 142, under Section 10.2 (<i>How to file a standard appeal and what to expect after you file (standard first level appeal)</i>)	Send your written plan appeal request to: NH Healthy Families Attn: Grievances and Appeals 2 Executive Park Drive Bedford, NH 03110	Send your written plan appeal request to: NH Healthy Families Attn: Grievances and Appeals 2 Executive Park Drive Bedford, NH 03110 For drug-related appeals, send your written appeal request to: Centene Pharmacy Services NH Pharmacy Appeals Department P.O. Box 31398 Tampa, FL 33631-3398	Added address information for Centene Pharmacy Services. Appeals about prescription drug coverage decisions will now be reviewed by the Centene Pharmacy Services (CPS) Appeals Team. This change gives you access to pharmacy experts who can review your appeal. It will also help make sure all appeals are reviewed in a consistent and fair way.
On page 144, under Section 10.3 (<i>How to file an expedited appeal and what to expect after you file (expedited first level appeal)</i>)	Send your written plan appeal request to: NH Healthy Families Attn: Grievances and Appeals 2 Executive Park Drive Bedford, NH 03110	Send your written plan appeal request to: NH Healthy Families Attn: Grievances and Appeals 2 Executive Park Drive Bedford, NH 03110 For drug-related appeals, send your written appeal request to: Centene Pharmacy Services NH Pharmacy Appeals Department P.O. Box 31398 Tampa, FL 33631-3398	Added address information for Centene Pharmacy Services. Appeals about prescription drug coverage decisions will now be reviewed by the Centene Pharmacy Services (CPS) Appeals Team. This change gives you access to pharmacy experts who can review your appeal. It will also help make sure all appeals are reviewed in a consistent and fair way.

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On page 151, under Section 10.6 (<i>How to request continuation of benefits during appeal and what to expect afterward</i>)	To request continuation of benefits when the above conditions are met, contact: NH Healthy Families Attn: Grievances and Appeals 2 Executive Park Drive Bedford, NH 03110	To request continuation of benefits when the above conditions are met, contact: NH Healthy Families Attn: Grievances and Appeals 2 Executive Park Drive Bedford, NH 03110 For drug-related appeals, contact: Centene Pharmacy Services NH Pharmacy Appeals Department P.O. Box 31398 Tampa, FL 33631-3398	Added address information for Centene Pharmacy Services. Appeals about prescription drug coverage decisions will now be reviewed by the Centene Pharmacy Services (CPS) Appeals Team. This change gives you access to pharmacy experts who can review your appeal. It will also help make sure all appeals are reviewed in a consistent and fair way.

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Statement 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 federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

NH Healthy Families respecte toutes les lois fédérales en vigueur en matière de droits civils et ne se livre à aucune discrimination fondée sur la race, la couleur, l'origine nationale, l'âge, la situation de handicap ou le sexe.

ATTENTION: If you do not speak English, language assistance services are available to you at no cost. Call 1-866-769-3085 (TTY 1-855-742-0123).

ATENCIÓN: si no habla inglés, hay servicios de asistencia en diferentes idiomas disponibles para usted sin costo. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION : si vous ne parlez pas anglais, des services d'aide linguistique sont mis à votre disposition sans paiement de votre part. Composez le 1-866-769-3085 (TTY 1-855-742-0123).