

**NH Healthy Families**  
**Addendum to the Member Handbook**  
Effective July 17, 2022

**This is important information on how your coverage has changed from that described in your NH Healthy Families Member Handbook effective July 17, 2022.** 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:**

<b>Where you can find the change in your 2022 Member Handbook</b>	<b>Original Information</b>	<b>Corrected Information</b>	<b>What does this mean for you?</b>
On page 12, under Section 2.1 ( <i>How to contact NH Healthy Families Member Services</i> )	<p><b>In case of a mental health and/or substance use emergency</b> – If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call the toll-free NH Rapid Response Access Point <b>(1-833-710-6477)</b> anytime day or night. This includes concerns about substance use.</p> <p>For a description of emergency mental health and substance use services, refer to the Chapter 4 (<i>Benefits Chart</i>).</p>	<p><b>In case of a mental health and/or substance use emergency or crisis</b> – If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point <b>(1-833-710-6477)</b> anytime day or night.</p>	The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.

Where you can find the change in your 2022 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		<p>Crisis response services are available over the phone, by text, or face-to-face.</p> <p>For a description of emergency mental health and substance use services, refer to Chapter 4 (<i>Benefits Chart: Emergency medical care; Outpatient mental health services; Substance use disorder (SUD) treatment services</i>).</p>	
<p>On page 16, under Section 2.5 (<i>How to contact the plan's Nurse Advice Line</i>)</p>	<p><b>In case of a mental health and/or substance use emergency</b> – If you or someone you know is in need of emotional or mental health supports/ services (or there is a risk of suicide), including concerns about substance use, call the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night.</p> <p>For a description of emergency mental health and substance use services, refer to the Chapter 4 (<i>Benefits Chart</i>).</p>	<p><b>In case of a mental health and/or substance use emergency or crisis</b> – If you or someone you know is in need of emotional or mental health supports/ services (or there is a risk of suicide), including concerns about substance use, call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>)</p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>

Where you can find the change in your 2022 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		<p>anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p> <p>For a description of emergency mental health and substance use services, refer to Chapter 4 (<i>Benefits Chart: Emergency medical care; Outpatient mental health services; Substance use disorder (SUD) treatment services</i>).</p>	
<p>On page 17, under Section 2.6 (<i>How to request behavioral health services (mental health or substance use disorder services)</i>) in an emergency</p>	<p><b>In case of a behavioral health (mental health and substance use) emergency</b> – Call the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>), anytime day or night.</p> <p>For a description of emergency mental health and substance use services, refer to the Chapter 4 (<i>Benefits Chart</i>).</p>	<p><b>In case of a behavioral health (mental health and substance use) emergency or crisis</b> – Call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p> <p>For a description of</p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>

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		emergency mental health and substance use services, refer to Chapter 4 ( <i>Benefits Chart: Emergency medical care; Outpatient mental health services; Substance use disorder (SUD) treatment services</i> ).	
On page 38, under Section 3.6 ( <i>Emergency, urgent, and after-hours care: What is a “medical emergency” and what should you do if you have one?</i> )	<p>If you have a mental health or substance use emergency:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call the NH Rapid Response Access Point (1-833-710-6477) anytime day or night. You do <i>not</i> need to get approval or a referral first from your PCP.</li> </ul>	<p>If you have a mental health or substance use emergency:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (1-833-710-6477) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> </ul>	The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.

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<p>On page 40, under Section 3.6 <i>(Emergency, urgent, and after-hours care: What is a “behavioral health emergency”)</i></p>	<p><b>What is a “behavioral health emergency”</b></p> <p>A “<b>behavioral health emergency</b>” is an emergent situation in which someone is in need of behavioral health (mental health and/or substance use) assessment and treatment, is a danger to themselves or others, or exhibits significant behavioral deterioration rendering the member unmanageable and unable to cooperate in treatment.</p> <p>A “<b>mental health crisis</b>” is any situation in which a person’s behaviors puts them at risk of hurting themselves or others, and/or when they are not able to resolve the situation with the skills and resources available. Many things can lead to a mental health crisis including, increased stress, physical illness, problems at work or at school, changes in family situations, trauma/violence in the community or substance use. These issues are difficult for everyone, but they can be especially hard for</p>	<p><b>What is a “behavioral health emergency” or “behavioral health crisis”?</b></p> <p>A “<b>behavioral health emergency</b>” is an emergent situation in which someone is in need of behavioral health (mental health and/or substance use) assessment and treatment, is a danger to themselves or others, or exhibits significant behavioral deterioration rendering the member unmanageable and unable to cooperate in treatment.</p> <p>A “<b>behavioral health crisis</b>” is any situation in which a person’s behaviors puts them at risk of hurting themselves or others, and/or when they are not able to resolve the situation with the skills and resources available. Many things can lead to a behavioral health crisis including, increased stress, physical illness, problems at work or at school, changes in family situations, trauma/violence in the community or substance use. These</p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>

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	<p>someone living with a mental illness.</p> <p>If you have a behavioral health emergency or mental health crisis:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call or text the toll-free NH Rapid Response Access Point (1-833-710-6477) anytime day or night. You do <i>not</i> need to get approval or a referral first from your PCP. Crisis response services are available over the phone or face-to-face 365 days a year, 7 days a week, 24 hours per day.</li> <li>• Call the National Suicide Prevention Lifeline (1-800-639-6095) 24 hours a day, 7 days a week. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• <b>As soon as possible, make sure that our plan has been told about your emergency.</b> We need to follow up on your emergency care. You or someone else</li> </ul>	<p>issues are difficult for everyone, but they can be especially hard for someone living with a behavioral health illness or disorder.</p> <p>If you have a behavioral health emergency or behavioral health crisis:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (1-833-710-6477) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> <li>• <b>As soon as possible, make sure that our plan has been told about your emergency.</b> We need to follow up on your emergency care. You or someone else</li> </ul>	

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	<p>should call to tell us about your emergency care, usually within 48 hours. This will help us provide or arrange for any follow-up care that you may need. We can also help you get follow-up care. Call Member Services at 1-866-769-3085 (TDD/TTY 1-855-742-0123. Relay 711).</p>	<p>should call to tell us about your emergency care, usually within 48 hours. This will help us provide or arrange for any follow-up care that you may need. We can also help you get follow-up care. Call Member Services at 1-866-769-3085 (TDD/TTY 1-855-742-0123. Relay 711).</p> <p>You do not need to get approval or a referral first from your PCP.</p>	
<p>On page 41, under Section 3.6 (<i>Emergency, urgent, and after-hours care: What if you or someone you know struggles with addiction or substance use?</i>)</p>	<p><b>What if you or someone you know struggles with addiction or substance use?</b></p> <p>NH Healthy Families understands that addiction is a disease and that access to immediate help is critical to recovery.</p> <ul style="list-style-type: none"> <li>• If you are a NH Healthy Families member struggling with addiction and are in need of urgent care, contact <i>us</i>; or</li> <li>• If you are experiencing a substance use crisis or emergency <b>get help as quickly as possible</b>. Call the NH</li> </ul>	<p><b>What if you or someone you know struggles with addiction or substance use?</b></p> <p>NH Healthy Families understands that addiction is a disease and that access to immediate help is critical to recovery.</p> <ul style="list-style-type: none"> <li>• If you are a NH Healthy Families member struggling with addiction and are in need of urgent care, contact <i>us</i>; or</li> <li>• If you are experiencing a substance use crisis or emergency <b>get help as quickly as possible</b>. Call, text or</li> </ul>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>

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	<p>Rapid Response Access Point toll-free at <b>1-833-710-6477</b> anytime day or night. You do not need to get approval or a referral first from your PCP. Crisis response services are available over the phone or face-to-face.</p>	<p>chat <b>988</b> – the national Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <ul style="list-style-type: none"> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> </ul> <p>You do not need to get approval or a referral first from your PCP.</p>	
<p>On page 71, under Section 4.2 (<i>About the Benefits Chart (what is covered): Outpatient mental health services</i>)</p>	<p>Not applicable.</p>	<p><b>If you are experiencing a mental health or substance use crisis</b>—call, text or chat <b>988</b>—the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress. Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night.</p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health lifeline helps callers connect with a trained crisis counselor.</p>



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		Crisis response services are available over the phone, by text, or face-to-face. You do not need to get approval or a referral first from your PCP.	
On page 81, under Section 4.2 ( <i>About the Benefits Chart (what is covered): Substance use disorder (SUD) treatment services</i> )	Not applicable.	<b>If you are experiencing a mental health or substance use crisis</b> —call, text or chat <b>988</b> —the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress. Or, call or text the toll-free NH Rapid Response Access Point ( <b>1-833-710-6477</b> ) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face. You do not need to get approval or a referral first from your PCP.	The <i>new</i> toll-free <b>988</b> Mental Health lifeline helps callers connect with a trained crisis counselor.
On page 86, under Section 4.2 ( <i>About the Benefits Chart (what is covered): Urgently needed care</i> )	<b>Urgently needed care</b>  If you require urgently needed care for mental health or substance use call the NH Rapid Response Access Point <b>1-833-710-6477</b> , anytime day or night. You do not need to get	<b>Urgently needed care</b>  If you require urgently needed care for a mental health or substance use crisis call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to	The <i>new</i> toll-free <b>988</b> Mental Health lifeline helps callers connect with a trained crisis counselor.

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	<p>approval or a referral first from your PCP. Crisis response services are available over the phone or face-to-face.</p>	<p>connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point <b>(1-833-710-6477)</b> anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p> <p>You do not need to get approval or a referral first from your PCP.</p>	
<p>On page 89, under Section 4.3 (<i>Extra benefits provided by the plan</i>)</p>	<p><b>Rewards for Women</b></p> <ul style="list-style-type: none"> <li>• Health Risk Assessment Screening: Up to \$30 per year - \$30 for completing the assessment within 30 days for new members, \$15 if after 30 days. \$15 annually for completing the assessment for existing members</li> <li>• Well Visit: \$20 per year</li> <li>• Flu Vaccine: \$20 per year</li> <li>• Breast Cancer Screening (Ages 40-74): \$20 per year</li> <li>• Cervical Cancer</li> </ul>	<p><b>Rewards for Women</b></p> <ul style="list-style-type: none"> <li>• Health Risk Assessment Screening: Up to \$30 per year - \$30 for completing the assessment within 30 days for new members, \$20 if after 30 days. \$20 annually for completing the assessment for existing members</li> <li>• Well Visit: \$20 per year</li> <li>• Flu Vaccine: \$20 per year</li> <li>• Breast Cancer Screening (Ages 40-74): \$20 per year</li> <li>• Cervical Cancer</li> </ul>	<p>Increased the Health Risk Assessment Screening reward to \$20 for new members if after 30 days. \$20 annually for existing members. Previously was \$15.</p> <p>Added a Post Care Management Discharge reward of \$10 for members who engage in Care Management follow-up within 60 days of discharge from the CM program.</p>

Where you can find the change in your 2022 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<ul style="list-style-type: none"> <li>• Screening (Ages 18-65): \$20</li> <li>• Diabetes Care HbA1c Test (Ages 18-75): \$30</li> <li>• Diabetes Care Retinopathy Screening Annually (Ages 18-75): \$30</li> <li>• Cigarettes, Smokeless Tobacco or Vaping Cessation (Ages 12 and up): \$20</li> <li>• Ready for My Recovery Program (Ages 12 and up): Up to \$115 in first year</li> </ul>	<ul style="list-style-type: none"> <li>• Screening (Ages 18-65): \$20</li> <li>• Diabetes Care HbA1c Test (Ages 18-75): \$30</li> <li>• Diabetes Care Retinopathy Screening Annually (Ages 18-75): \$30</li> <li>• Cigarettes, Smokeless Tobacco or Vaping Cessation (Ages 12 and up): \$20</li> <li>• Ready for My Recovery Program (Ages 12 and up): Up to \$115 in first year</li> <li>• Post Care Management Discharge: \$10</li> </ul>	
On page 89, under Section 4.3 ( <i>Extra benefits provided by the plan</i> )	<b>Rewards for Men</b> <ul style="list-style-type: none"> <li>• Health Risk Assessment Screening: Up to \$30 per year - \$30 for completing the assessment within 30 days for new members, \$15 if after 30 days. \$15 annually for completing the assessment for existing members</li> <li>• Well Visit: \$20 per year</li> <li>• Flu Vaccine: \$20 per year</li> <li>• Prostate Exam (Ages 50 and up): \$20 per year</li> <li>• Diabetes Care HbA1c</li> </ul>	<b>Rewards for Men</b> <ul style="list-style-type: none"> <li>• Health Risk Assessment Screening: Up to \$30 per year - \$30 for completing the assessment within 30 days for new members, \$20 if after 30 days. \$20 annually for completing the assessment for existing members</li> <li>• Well Visit: \$20 per year</li> <li>• Flu Vaccine: \$20 per year</li> <li>• Prostate Exam (Ages 50 and up): \$20 per year</li> <li>• Diabetes Care HbA1c</li> </ul>	<p>Increased the Health Risk Assessment Screening reward to \$20 for new members if after 30 days. \$20 annually for existing members. Previously was \$15.</p> <p>Added a Post Care Management Discharge reward of \$10 for members who engage in Care Management follow-up within 60 days of discharge from the CM program.</p>

Where you can find the change in your 2022 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>Test (Ages 18-75): \$30</p> <ul style="list-style-type: none"> <li>• Diabetes Care Retinopathy Screening Annually (Ages 18-75); \$30</li> <li>• Cigarettes, Smokeless Tobacco or Vaping Cessation (Ages 12 and up): \$20</li> <li>• Ready for My Recovery Program (Ages 12 and up): Up to \$115 in first year</li> </ul>	<p>Test (Ages 18-75): \$30</p> <ul style="list-style-type: none"> <li>• Diabetes Care Retinopathy Screening Annually (Ages 18-75); \$30</li> <li>• Cigarettes, Smokeless Tobacco or Vaping Cessation (Ages 12 and up): \$20</li> <li>• Ready for My Recovery Program (Ages 12 and up): Up to \$115 in first year</li> <li>• Post Care Management Discharge: \$10</li> </ul>	
On page 90, under Section 4.3 ( <i>Extra benefits provided by the plan</i> )	<p><b>Rewards for Children/Young Adults/Pregnant and New Moms</b></p> <ul style="list-style-type: none"> <li>• Health Risk Assessment Screening: Up to \$30 per year - \$30 for completing the assessment within 30 days for new members, \$15 if after 30 days. \$15 annually for completing the assessment for existing members</li> <li>• Well Baby Visit (15 months or younger) : \$20 for 6 visits</li> <li>• Well Child Visits (24 months-21 years): \$20 per year</li> <li>• Flu Vaccine: \$20 per year</li> </ul>	<p><b>Rewards for Children/Young Adults/Pregnant and New Moms</b></p> <ul style="list-style-type: none"> <li>• Health Risk Assessment Screening: Up to \$30 per year - \$30 for completing the assessment within 30 days for new members, \$20 if after 30 days. \$20 annually for completing the assessment for existing members</li> <li>• Well Baby Visit (15 months or younger) : \$20 for 6 visits</li> <li>• Well Child Visits (24 months-21 years): \$20 per year</li> <li>• Flu Vaccine: \$20 per year</li> <li>• Lead Testing (24 months or younger):</li> </ul>	<p>Increased the Health Risk Assessment Screening reward to \$20 for new members if after 30 days. \$20 annually for existing members. Previously was \$15.</p> <p>Added Lead Testing reward of \$20 annually for children 24 months or younger.</p> <p>Added a Post Care Management Discharge reward of \$10 for members who engage in Care Management follow-up within 60 days of discharge from the CM program.</p>

Where you can find the change in your 2022 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		\$20 per year • Post Care Management Discharge: \$10	
<p>On page 93, under Section 4.3 (<i>Extra benefits provided by the plan</i>)</p> <p>Moved to page 94, under Gateway Services</p>	<p>Members with a diagnosis of diabetes or heart condition may be eligible to receive meals upon discharge from a hospitalization related to one of these conditions. The benefit includes:</p> <p>Up to 14 meals* (a \$90 value) made according to nutritional guidelines for the applicable medical condition, i.e., low sodium and/or low carbohydrate.</p> <p>*Some restrictions and limitations apply. Subject to approval by the Care Management/Transitional Care Management team. Each member can earn up to \$250 in cash and non-cash goods through June 30 each year.</p>	<p>Members with a diagnosis of diabetes or heart condition may be eligible to receive meals upon discharge from a hospitalization related to one of these conditions. The benefit includes:</p> <p>Up to 14 meals* (a \$90 value) made according to nutritional guidelines for the applicable medical condition, i.e., low sodium and/or low carbohydrate.</p> <p>*Some restrictions and limitations apply. Subject to approval by the Care Management/Transitional Care Management team.</p>	<p>Removed “Each member can earn up to \$250 in cash and non-cash goods through June 30 each year” as this extra benefit no longer falls under the \$250 limit.</p>
<p>On page 97, under Section 4.5 (<i>Benefits not covered by our plan or New Hampshire Medicaid</i>)</p>	<p>Not Applicable</p>	<p><i>Add to list of Non-Covered Services:</i></p> <p>Pediatric Residential Treatment Program Services</p> <p>Qualified Residential Treatment Program Services</p>	<p>Services not previously listed but added to the list of Non-Covered Services.</p>

You are not required to take any action in response to this document, but we recommend you keep this information for future reference. If you have any questions please call us at 1-866-769-3085 (TTY/TDD 1- 855-742-0123) with any questions. Hours of operation are Monday – Wednesday 8:00 a.m. to 8:00 p.m., Thursday - Friday 8:00 a.m. to 5:00 p.m.

### **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).