

NH Healthy Families
Addendum to the Member Handbook
Effective July 1, 2023

This is important information on how your coverage has changed from that described in your NH Healthy Families Member Handbook effective July 1, 2023. 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 2023 Member Handbook	Original Information	Corrected Information	What does this mean for you?
On page 20, under Section 2.8 (<i>How to contact the NH DHHS Customer Service Center</i>)	The New Hampshire Department of Health and Human Services (NH DHHS) Customer Service Center provides help when you have questions about New Hampshire Medicaid eligibility or Granite Advantage eligibility or plan enrollment, Granite Advantage work and community engagement requirements, information or instructions to the NH DHHS website and benefits managed plan enrollment, the other benefits managed directly by NH DHHS as described in Section 4.4 (<i>New Hampshire Medicaid benefits covered outside the</i>	The New Hampshire Department of Health and Human Services (NH DHHS) Customer Service Center provides help when you have questions about New Hampshire Medicaid eligibility or Granite Advantage eligibility or plan enrollment, information or instructions to the NH DHHS website and benefits managed plan enrollment, the other benefits managed directly by NH DHHS as described in Section 4.4 (<i>New Hampshire Medicaid benefits covered outside the plan</i>), and when you need a new or replacement New Hampshire Medicaid	The change clarifies that Granite Advantage work and community engagement requirements do not apply.

Where you can find the change in your 2023 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<i>plan</i>), and when you need a new or replacement New Hampshire Medicaid card. While the plan can help you with your appeal or grievance, the NH DHHS Customer Service Center can also provide guidance.	card. While the plan can help you with your appeal or grievance, the NH DHHS Customer Service Center can also provide guidance.	
On page 52, under Section 4.2 (<i>Benefits Chart</i>)	Dental services The plan <u>does not</u> cover dental services. Dental services are managed through New Hampshire Medicaid. For questions about your dental benefits, please contact the New Hampshire Medicaid Customer Service Center. Refer Section 2.8 (How to contact the NH DHHS Customer Service Center) for contact information and refer to Section 4.4 (New Hampshire Medicaid benefits covered outside the plan). Fluoride varnish services are covered by the plan for some members. Refer to Fluoride varnish in the Benefits Chart. For more information, please call Member Services.	Dental and oral health services The plan <u>does not</u> cover dental and oral health services. However, certain dental services are coordinated through New Hampshire Medicaid or its dental managed care plan, as follows: • For members under age 21 years, comprehensive dental services are coordinated through New Hampshire Medicaid as long as the provider is enrolled with New Hampshire Medicaid. For more information about dental benefits for members under age 21 years, please contact the New Hampshire Medicaid Customer Service Center. Refer to Section 2.8 (How to contact the NH DHHS Customer Service Center).	Certain dental and oral health benefits, and related transportation services are covered either by New Hampshire Medicaid, or its dental managed care plan. Dental managed care services are effective April 1, 2023.

Where you can find the change in your 2023 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		• Flouride varnish services are covered by the plan for some members. Refer to <i>Fluoride varnish</i> in the Benefits Chart. • For members age 21 years and over, covered dental and oral health services, and related transportation are coordinated through the State's dental managed care plan, Delta Dental of New Hampshire in partnership with DentaQuest. For more information about the adult dental benefit, please call DentaQuest Member Services toll-free at 1-844-583-6151 (TDD Relay Access: 1-800-466-7566), Monday through Wednesday, 8:00 a.m. to 8:00 p.m. and Thursday and Friday 8:00 a.m. to 5:00 p.m. ET.	
On page 95, under Section 4.4 (<i>New Hampshire Medicaid benefits covered outside the plan</i>)	The following services are not covered by our plan. However, these services are available through New Hampshire Medicaid as long as the provider is enrolled with New Hampshire Medicaid:	• Certain cell and gene therapies billed by providers through the plan are covered by New Hampshire Medicaid for eligible members. • Dental and oral health services are not	The change clarifies that certain cell and gene therapies, including Zolgensma®, are covered by New Hampshire Medicaid rather than the plan. In addition, for members ages 21 years and over,

Where you can find the change in your 2023 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	[They include]: • Zolgensma®, a prescription gene therapy, billed by providers through the plan is covered by New Hampshire Medicaid for eligible members. • Comprehensive dental services, including orthodontia, for members under age 21 years • Dental services limited to the treatment of acute pain or infections for members aged 21 years and over	covered by our plan. However, some dental and oral health services are available, as follows: ○ For members under age 21 years, comprehensive dental services are coordinated through New Hampshire Medicaid as long as the provider is enrolled with New Hampshire Medicaid For more information about the dental benefit for members under age 21 years, please contact the New Hampshire Medicaid Customer Service Center. Refer to Section 2.8 (<i>How to contact the NH DHHS Customer Service Center</i>). ○ For members age 21 years and over, covered dental and oral health services, and related transportation are coordinated through the State’s dental managed care plan, Delta Dental of New Hampshire in partnership with	certain dental and oral health benefits, and related transportation services are covered through New Hampshire Medicaid’s dental managed care plan, Delta Dental of New Hampshire in partnership with DentaQuest effective April 1, 2023.

Where you can find the change in your 2023 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		DentaQuest. For more information about the adult dental benefit, please call DentaQuest Member Services toll-free at 1-844-583-6151 (TDD Relay Access: 1-800-466-7566), Monday through Wednesday, 8:00 a.m. to 8:00 p.m. and Thursday and Friday 8:00 a.m. to 5:00 p.m. ET.	
On page 162, under Section 13.2 (<i>Definitions of important words</i>)	Annual Enrollment Period – The time each year when you can change your health plan. This generally happens November 1 through December 31 each year (dates may vary).	Annual Enrollment Period – The time each year when you can change your health plan (dates may vary). Each year you will receive advance notice from New Hampshire Medicaid about your options to change health plans.	Clarifies notification about the annual enrollment period to change your health plan.

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).