

Member Handbook



Effective July 1, 2017

Revised Aug. 15, 2017



nh healthy families[™]

© 2017 NH Healthy Families. All rights reserved.
NH Healthy Families is underwritten by Granite State Health Plan, Inc.
MED-NH-17-004

Welcome

Welcome to NH Healthy Families

NH Healthy Families is your new health plan. This Member Handbook describes your healthcare benefits and is designed to make it easy for you to make the most of your benefits and services.

The NH Department of Health and Human Services (DHHS) decides who is eligible for the Medicaid Care Management Program. Then NH Healthy Families provides the health care coverage you need. NH Healthy Families is a Managed Care Organization (MCO). That means we help you manage your healthcare needs in addition to paying providers for the health services they provide to you.

This Member Handbook tells you about your healthcare benefits. It is designed to make it easy for you to make the most of your benefits and services.

You may also visit our website at NHhealthyfamilies.com for more information and services.

Other Formats Available

The information in this booklet is about your NH Healthy Families benefits. If you need information in a different language, please call Member Services 1-866-769-3085 so we can help you.

La información incluida en este folleto es acerca de sus beneficios del Plan de Salud NH Healthy Families Si necesita obtener la información en un idioma diferente, llame al Departamento de Servicios para Miembros al 1-866-769-3085 para que podamos ayudarle.

Interpreter Services

For members who do not speak English or do not feel comfortable speaking it, NH Healthy Families has a free service to help. This service is very important because you and your doctor must be able to talk about your medical or behavioral health concerns in a way you both can understand. Our interpreter services are provided at no cost to you and can help with many different languages. This includes sign language. We also have Spanish-speaking representatives available who can help you as needed. NH Healthy Families members who are blind or visually impaired can call Member Services for an oral interpretation. To arrange for interpretation services, call Member Services 1-866-769-3085 (TDD/TTY 1-1-855-742-0123).

Other Language Availability

Spanish:	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de NH Healthy Families, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-769-3085 TTD/TTY 1-855-742-0123
French:	Si vous-même ou une personne que vous aidez avez des questions à propos NH Healthy Families, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-866-769-3085 TTD/TTY 1-855-742-0123
Chinese:	如果您，或是您正在協助的對象，有關於 NH Healthy Families 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-866-769-3085 TTD/TTY 1-855-742-0123
Nepali:	यदि तपाईं वा तपाईंले मूति गरिरहनुभएको कोही व्यक्त्तसँग NH Healthy Families सम्बन्धी कुनै प्श्नहरू भएको ख ड्मा तपाईंहरूसँग आ नै भाषामा नि शुल्क मूति र जानकारी प्पित गर्ने अधिकार छ। दोभाषेसँग कुरा गर्नका लागि 1-866-769-3085 TTD/TTY 1-855-742-0123 नम्बरमा कल गर्नुहोस्।
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về NH Healthy Families, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-769-3085 TTD/TTY 1-855-742-0123
Portuguese:	Se você, ou alguém a quem você está ajudando, tem perguntas sobre o NH Healthy Families, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-866-769-3085 TTD/TTY 1-855-742-0123
Greek:	Εάν εσείς ή κάποιος που βοηθάτε, έχετε ερωτήσεις σχετικά με την NH Healthy Families, έχετε το δικαίωμα να ζητήσετε βοήθεια και πληροφορίες στη γλώσσα σας, χωρίς χρέωση. Για να μιλήσετε με διερμηνέα, καλέστε το 1-866-769-3085 TTD/TTY 1-855-742-0123
Arabic:	إذا كان لديك أو لدى شخص تساعد أسئلة حول NH Healthy Families لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. لتحدث مع مترجم اتصل بـ 1-866-769-3085 TTD/TTY 1-855-742-0123
Serbo-Croatian:	Ako Vi, ili neko kome pomažete, imate pitanja u vezi NH Healthy Families, imate pravo na besplatnu pomoć i informaciju na sopstvenom jeziku. Ukoliko želite da pričate sa prevodiocem, pozovite broj 1-866-769-3085 TTD/TTY 1-855-742-0123
Indonesian:	Jika Anda, atau orang yang Anda bantu, memiliki pertanyaan tentang NH Healthy Families, Anda berhak mendapatkan bantuan dan informasi dalam bahasa Anda tanpa dikenakan biaya. Untuk berbicara dengan juru bicara, hubungi 1-866-769-3085 TTD/TTY 1-855-742-0123
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 NH Healthy Families 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-866-769-3085 TTD/TTY 1-855-742-0123 로 전화하십시오.
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования NH Healthy Families вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-866-769-3085 TTD/TTY 1-855-742-0123
French Creole:	Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou NH Healthy Families, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-769-3085 TTD/TTY 1-855-742-0123
Bantu:	Niba wowe cyangwa undi muntu wese uri gufasha yaba afite ikibazo kiyanye na NH Healthy Families, ufite uburenganzira bwo guhabwa amakuru mu rurimi wunva utishyuye. Kugira ngo uvugane n'umusobanuzi, Hamagara 1-866-769-3085 TTD/TTY 1-855-742-0123
Polish:	Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów oferowanych za pośrednictwem NH Healthy Families, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-866-769-3085 TTD/TTY 1-855-742-0123

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

Table of Contents

Welcome	1
Welcome to NH Healthy Families	1
Other Formats Available	1
Interpreter Services	1
Other Language Availability	2
Table of Contents	3
General Information	7
Member Handbook	7
Your Provider Directory	7
NH Healthy Families Website	8
Member Advisory Committee	8
Quality Improvement	8
Physician Incentive Plans	9
Contact Us	9
Other Important Phone Numbers	9
Your Member Identification (ID) Card	10
How Your Plan Works	11
Service Areas Covered	11
Member Services	11
24- Hour Nurse Advice Line	11
Membership and Eligibility Information	12
Eligibility	12
Major Life Changes	12
Enrollment and Disenrollment	12
Newborn Enrollment	13
Benefits	14
Covered Services	14
Medical Necessity	14

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711

Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit

www.NHhealthyfamilies.com

NH Healthy Families - Medicaid – Member Handbook

4

Telemedicine.....	14
Benefits Grid	15
Value Added Benefits – Plan “Extras”	20
Non-Covered Services	23
Your Healthcare	24
Primary Care Providers	24
PCP Responsibilities	24
Your Own Primary Care Provider	25
Choosing A PCP	25
Changing Your PCP	25
Making an Appointment with Your PCP	26
A Medical Home.....	26
Scheduling Appointments.....	26
After Hours Appointments with Your PCP	28
When Your PCP Leaves the Network	28
Continuity and Transition of Care for New Members.....	28
Utilization Management	29
Medically Necessary Services	29
Prior Authorization for Services.....	29
Second Medical Opinion	29
How to Get Medical Care When You Are Out of State	30
Out of Network Care	30
Self-Referrals	30
Emergency Services and Urgent Care	31
Emergency Transportation Services.....	32
Non-Emergency Transportation Services	32
Vision	33
Post-Stabilization Services.....	33
Pharmacy	34
Pharmacy Program.....	34
Preferred Drug List (PDL)	34

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711

Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit

www.NHhealthyfamilies.com

Prior Authorization.....	34
Emergency Drug Supply	34
Over-the-Counter Medications	34
Excluded Drugs.....	35
Filling a Prescription.....	35
Specialty Pharmacy Provider	35
Health Management	36
Health Needs Assessment.....	36
Case Management	36
Special Needs	36
Disease Management	37
Preventive Care.....	37
Early and Periodic Screening, Diagnosis and Treatment (EPSDT).....	38
CentAccount.....	39
Family Planning Services	40
Pregnancy & Maternity Services	40
A Safe Pregnancy.....	40
StartSmart for Your Baby®	41
MemberConnections®	41
ConnectionsPLUS®	41
Member Satisfaction.....	42
Mental Health Parity	42
Grievance and Appeal Process.....	42
Filing a Grievance or Appeal	42
Grievances.....	43
Appeals.....	43
Continuation of Benefits	44
Expedited Appeals	44
Medicaid Fair Hearing for Appeals	45
Waste, Abuse, and Fraud (WAF) Program	46
What to do if you get a Bill	46

NH Healthy Families - Medicaid – Member Handbook

6

Accidental Injury or Illness (Subrogation)	47
Member Rights and Responsibilities	48
Advance Directives	49
Notice of Privacy Practices	50
Statement of Non-Discrimination	56
Authorization to Disclose Health Information Form	59
Revocation of Authorization to Disclose Health Information Form	61
Authorized Representative Form	63

General Information

Member Handbook

Your Member Handbook is a guide to your health plan and your benefits. It is our contract with you. It explains your rights, benefits, and responsibilities. Please read carefully.

Inside you will find information about:

- Covered services.
- Services not covered.
- How to get the care you need.
- How to fill your prescriptions.
- What to do if you are unhappy about your health plan or coverage.
- Materials NH Healthy Families will send you.
- The extras offered through your health plan.

To ask for an additional copy of the Member Handbook, call Member Services 1-866-769-3085. We will send it to you at no charge. You can also view the Member Handbook on our website at www.NHhealthyfamilies.com.

Want to know more about your health plan? Just ask Member Services at 1-866-769-3085. NH Healthy Families can send you information about how our plan operates and is structured. We can also tell you about provider incentive plans.

Your Provider Directory

NH Healthy Families has a network of healthcare providers. These providers serve your medical, behavioral health, and pharmacy needs. Our online directory has a list of providers to choose from. This list includes Primary Care Providers (PCP)s, specialists, Family Planning Providers, pharmacies, Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs), Behavioral Health, and Substance Use Disorder providers, and hospitals. You can also find your provider's locations, office hours, phone numbers, and the languages spoken by the providers.

Want a hard copy of the provider directory? Contact us, we will send you one free of charge. For the most up-to-date list of providers, go to NHhealthyfamilies.com/find-a-provider.

We can also help you pick a PCP. NH Healthy Families recommends that you visit your PCP within 90 days of joining our health plan. Call Member Services at 1-866-769-3085 and we will help you find a PCP if you need one and make the appointment.

NH Healthy Families Website

Our website helps you get the answers. You can find resources that make it easy for you to get quality care. Visit www.NHhealthyfamilies.com to find:

- The Member Handbook
- The Provider Directory
- News and events
- Member secure portal
- Program and Services information

Member Advisory Committee

You can help make your health plan the best. We have a Member Advisory Committee that gives members like you an opportunity to share your thoughts and ideas with us. A group of members meets regularly during the year.

At the meetings, you have a chance to:

- Talk about your experience with NH Healthy Families.
- Tell us about concerns you have.
- Tell us how you think we are doing.
- Give us feedback on our services, programs and materials.
- Ask us questions.

Call Member Services 1-866-769-3085 if you would like to attend.

Quality Improvement

NH Healthy Families' Quality Improvement program is committed to ensuring quality healthcare for you. We want to help you improve and maintain your health. To help promote safe, reliable, and quality healthcare, we:

- Conduct a detailed check on providers when they join our provider network.
- Monitor your access to all types of healthcare services.
- Offer education and programs about your general healthcare and other diseases.
- Remind you to get annual tests, such as a well visits and cancer screenings.
- Investigate your concerns about healthcare services you received.
- Ask you what you think with a member survey, once a year.

If you have a concern about your care or any service we provided, please contact us at 1-866-769-3085. Please watch for our member survey. If you get one, please fill it out and send it back in the mail.

Our program is consistent with National Committee on Quality Assurance (NCQA) and Institute of Medicine (IOM) priorities.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

Physician Incentive Plans

NH Healthy Families encourages our providers to offer you the best care. You have the right to request and receive the plan we use to offer incentives to the providers in our network.

Contact Us**NH Healthy Families**

2 Executive Park Drive

Bedford, NH 03110

www.NHhealthyfamilies.com

Normal business hours of operation: 8:00 a.m. to 5:00 p.m. EST. Full service is available daily after hours.

Department	Phone Number
Member Services	1-866-769-3085
TDD/TYY Line	1-855-742-0123
Member Services Fax	1-877-502-7255
NH Relay Services	711
Behavioral Health Services	1-888-282-7767

Other Important Phone Numbers

Program/Service	Phone Number
Non-Emergency Transportation	1-866-769-3085
Vision Services	1-866-769-3085
Emergency Services	Call 911

Your Member Identification (ID) Card

Your member ID card is proof that you are a member of NH Healthy Families. Keep this card on you with you at all times. Show this card every time you go for a service under our health plan. Your ID card will show your name, Medicaid ID #, PCP name, address, and phone number.

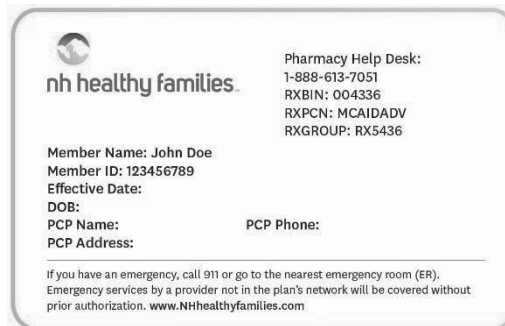
You will get your card within 10 calendar days of enrollment. If you do not get your card please call Member Services at 1-866-769-3085. We will send you another card.

This is what your ID card will look like.

You may print a temporary card on the Member Secure Portal at NHhealthyfamilies.com.

Front:

- **Name**
- **Date of Birth**
- **Medicaid ID Number**
- **PCP Name, Address, and Phone**



The front of the ID card features the NH Healthy Families logo at the top left. To the right of the logo is the Pharmacy Help Desk contact information: 1-888-613-7051, RXBIN: 004336, RXPCN: MCAIDADV, and RXGROUP: RX5436. Below the logo, the member's personal information is listed: Member Name: John Doe, Member ID: 123456789, Effective Date, DOB, PCP Name, PCP Address, and PCP Phone. At the bottom, there is a disclaimer: "If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. www.NHhealthyfamilies.com"

Back:

- **Member and Provider Phone Numbers**
- **Medical Paper Claims Address**
- **Website Address**



The back of the ID card is titled "IMPORTANT CONTACT INFORMATION". It is divided into three main sections: Members, Providers, and Medical Claims. The Members section lists contact numbers for Member Services, TDD/TTY, 24/7 Nurse Advice Line, Vision, Pharmacy, and Grievance. The Providers section lists contact numbers for Provider Services, IVR Eligibility Inquiry - Prior Auth, Vision, and Pharmacy. The Medical Claims section lists the address for NH Healthy Families, Attn: Claims, PO Box 4060, Farmington, MO 63640-3831. There are two boxes on the right side: the top one contains the NH Healthy Families Address (2 Executive Park Drive, Suite 223, Bedford, NH 03110) and the bottom one contains the EDI/EFT/ERA contact information (EDI/EFT/ERA please visit Provider Resources at www.NHhealthyfamilies.com).

Note: It is important to update your mailing address with DHHS to receive important information from New Hampshire Healthy Families.

How Your Plan Works

Service Areas Covered

NH Healthy Families is a health plan available through NH Department of Health and Human Services (DHHS). Our service area includes all counties in New Hampshire.

Member Services

Our Member Services department will tell you how your health plan works and how to get the care you need. Our call center can help you:

- Find a PCP.
- Schedule an appointment with your PCP.
- Obtain a new ID card.
- Obtain information about covered and non-covered benefits.
- Obtain a list of health plan providers.
- Report a potential fraud issue.
- Request new member materials.
- Obtain information about case management.

Call 1-866-769-3085 (TDD/TTY 1-855-742-0123). We are open Monday through Friday from 8:00 a.m. to 5:00 p.m. Three days a week, expanded hours available to 8:00 p.m. Calls received after business hours go directly to the NH Healthy Families after-hours line. Our nurses are available 24 hours a day, 7 days a week, including holidays.

24- Hour Nurse Advice Line

NH Healthy Families provides a free 24-hour medical information phone line. NH Healthy Families' registered nurses are ready to answer your health questions 24 hours a day – every day of the year. These nurses have spent lots of time caring for people. They are ready and eager to help you.

Call NH Healthy Families' 24- Hour Nurse Advice Line at 1-866-769-3085 for the following:

- Medical advice.
- Health information library.
- Answers to questions about your health.
- Advice about an injury or illness.
- Help with scheduling PCP appointments.

Sometimes you may not be sure if you need to go to the emergency room (ER). Call NH Healthy Families. They can help you decide where to go for care. If you have an emergency, call 911 or go to the nearest ER.

Membership and Eligibility Information

Eligibility

You are a member of our health plan because you are eligible for the Medicaid and the New Hampshire Medicaid Care Management Program. You applied and were found eligible by the Department of Health and Human Services (DHHS).

Major Life Changes

Life changes may affect your coverage. Examples of major life changes are:

- A name change.
- A new address.
- A job change.
- A change in disability status.
- Moving to a new county or out of state.

Contact DHHS within 10 days:

- After the change happens; or
- When you realize the change has taken place.

You should also contact Member Services at 1-866-769-3085 (TTY 1-855-742-0123) if you have a change in your family size. This might mean that your family got bigger because of a birth or a marriage. You should also report when your family gets smaller. This may happen because a family member moves away or there is a death in the family. A divorce could also change family size.

Enrollment and Disenrollment

There will be an annual open enrollment period for New Hampshire Medicaid Care Management program members that DHHS will tell you about. During this period, you may choose another MCO health plan for any reason. If you want to change your health plan during open enrollment, please contact the Enrollment Center at 1-888-901-4999. You can also visit the state website at **NHeasy.nh.gov**.

Disenrollment is the process of changing your health plan or coverage. That could mean you choose to sign up with another health plan, or when you are no longer eligible for Medicaid coverage.

You can ask to disenroll with or without cause. You must follow DHHS processes to make this change. Reach out to DHHS directly by calling or writing. We will ensure that your right to switch is not restricted in any way.

Contact the DHHS Client Services at 1-888-901-4999 or in writing to:

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

Division of Client Services
NH Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301

You may ask to disenroll without cause:

- During the first ninety (90) days of coverage.
- For twelve (12) months if you were auto assigned but you have a relationship with a PCP that is only in the network of another health plan.
- If DHHS imposes an intermediate sanction on NH Healthy Families.

You may ask to disenroll with cause if:

- You move out of state.
- You need related services:
 - To be performed at the same time;
 - Not all services are available within the network; and
 - Getting the services separately would pose unnecessary risk.
- You cannot access services covered under the plan, or from providers experienced in dealing with your healthcare needs.

NH Healthy Families will NOT disenroll a member for:

- An adverse change in a member's health status.
- The use of medical services.
- A reduced mental capacity.
- Disruptive behavior resulting from special needs diagnosis.
- The abuse of prescribed or illicit substances.
- Legal consequences of substance use.

We will not disenroll you, until or unless DHHS informs us to act. We will let DHHS know in writing within three (3) business days if:

- You no longer reside in NH.
- A member dies.
- You no longer qualify for the NHHPP.
- There is fraudulent use of the member ID card.

Newborn Enrollment

At birth, your baby will be covered by NH Healthy Families. Your baby will be enrolled in NH Healthy Families under the standard Medicaid program. You can change your baby's health plan within ninety (90) days of enrollment.

Benefits

Covered Services

This section of the handbook outlines your health plan covered benefits and benefit limits. You are entitled to get the medical services listed here. You are responsible for any non-covered services. Covered benefits are listed below.

Please Note:

- We do not limit or deny services because of a condition you already have.
- You may be required to pay for services that are if:
 - Services were not medically necessary; or
 - You get care from out-of-network providers.

Medical Necessity

NH Healthy Families will give you and your provider medical necessity criteria upon request. This includes how we decide what is medically necessary for mental health and substance use disorder benefits.

For questions about medical necessity or network providers, call Member Services at 1-866-769-3085.

Telemedicine

Telehealth or Telemedicine treatment is included in your health plan. This means that a specialist can monitor or treat you using the phone or other electronic means. This type of treatment is only for medically necessary situations. Your provider needs to be in the NH Healthy Families' network.

Benefits Grid

This list is not intended to be a complete list of all covered services. Services are subject to benefit coverage, limitations, and exclusions. Some services require prior authorizations.

Covered Services	Notes	Limits or Requirements
Adult day Care		Limited to age 18 and up.
Allergy Services		
Ambulatory Surgery Center		Some services require prior authorization.
Anesthesia Services		
Audiology Services		
Bariatric Surgery		Prior authorization required.
Behavioral Health Services	Includes Community-Based, Inpatient and Outpatient Services, Community Mental Health Center Services, and Psychology Services	Some limitations apply. Please call 1-866-769-3085.
Birthing Centers		Prior authorization required.
Chemotherapy		
Dental Services		For persons age 21 and over, limited to treatment of acute pain or infection. Covered dental services for members under 21 are those rendered in a physician's office as part of the standard EPSDT exam.
Diabetic Education		

Covered Services	Notes	Limits or Requirements
Dialysis		
Durable Medical Equipment (DME)		Some items require prior authorization.
Early Periodic Screening Diagnosis and Treatment		For members between the ages of birth and 21 years.
Emergency Room Services		
Enteral and Parenteral Nutrition for Home Use		
Family Planning		
Fluoride Varnish	PCP/Pediatrician Visit	For members age 6 months to 5 years, limited to twice a year.
Federally Qualified Health Center (FQHC) & Rural Health Clinic(RHC) Services		
Gender Reassignment Surgery	Treatment will not be denied or limited on the basis of race, color, national origin, sex, age, or disability. Health Services will not be denied or limited because they are ordinarily available to a different sex than the individual requesting them. Services will not be denied or limited for a transgender individual. Health Services will not be excluded or limited that are related to gender transition.	
Hearing Aids and Related Services		Limited to one service every 2 years since the last date of service.
High Cost Radiology	MRA, MRI, CT, PET Scan, Cardiac Nuclear Scans	Prior authorization required.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711

Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit

www.NHhealthyfamilies.com

Covered Services	Notes	Limits or Requirements
Home Health Care Services		Prior authorization required.
Hospice Care		Prior authorization required.
Hospital Services Inpatient		Prior authorization required.
Hospital Services Outpatient		Some services require prior authorization.
Hysterectomy	Consent form required	Not covered if performed for the purpose of an individual permanently incapable of reproducing.
Laboratory Services		Some services require prior authorization.
Maternity Care Services		Some services require prior authorization.
Medical Services Clinic	Authorization required	Limits based on the type of service delivered except for Methadone maintenance or for immunizations.
Medical Nutrition Therapy	Authorization required	
Orthotics and Prosthetics (O & P)		Prior authorization required.
Oxygen and Respiratory Services		Some services require prior authorization.
Pain Management		Some services require prior authorization.
Personal Care Services		For members 18 and over who are wheelchair bound and able to self-direct their care.
Physician and Nurse Practitioner Services		

Covered Services	Notes	Limits or Requirements
Podiatry Services		4 per fiscal year.
Prescription Drugs		Copayments may apply.
Preventive Care		
Private Duty Nursing		Prior authorization required.
Radiology and Xrays		15 per calendar year.
Sterilization Procedures (ages 21 and over)		Signed Consent Form required.
Services may include:		
Substance use disorder (SUD) treatment services	<ul style="list-style-type: none"> • Screening, brief intervention, and referral to treatment (SBIRT) • Substance use screenings • Individual, group, and family therapy • Intensive outpatient SUD services • Partial hospitalization • Medically monitored outpatient withdrawal management • Crisis intervention • Peer recovery support • Non-peer recovery support • Continuous recovery monitoring • Inpatient acute or psychiatric hospital services • Opioid treatment services • Medication assisted treatment (continued next page...)	Prior authorization may be required.

Covered Services	Notes	Limits or Requirements
	<p>(Substance Use disorder services continued from prior page)</p> <ul style="list-style-type: none"> Medically monitored residential withdrawal management Residential treatment services, including specialty services for pregnant and postpartum women. 	
Telemedicine		
Therapy (OT, PT, ST) Services (Outpatient and Home Health)		Prior authorization required after initial evaluation.
Transplant Services		Prior authorization required.
Transportation (Emergency Ambulance)		
Transportation (Non Emergent Medical)		For the provision of medically necessary services.
Vision Services and Eyewear	Treatment for routine vision care, includes one routine eye examine with refraction and eyewear once every two calendar years. Eyewear includes one pair of eyeglasses when there is a 1/2 diopter change in vision.	
Wheelchair Van Services		
X-Rays and Radiology		

Value Added Benefits – Plan “Extras”

NH Healthy Families has programs and services that add value to your covered services. We are always looking for ways to help you stay healthy or improve your health. Check our website at www.NHhealthyfamilies.com for the most up-to-date list of value added benefits.

Programs and Services	Details
CentAccount Rewards for completing healthy behaviors.	<ul style="list-style-type: none"> • \$30 incentive payment for each: <ul style="list-style-type: none"> ○ Flu shot ○ Women’s Well Check – Mammogram ○ Men’s Well Check – Prostate Exam ○ Complete Tobacco Cessation Program ○ Complete Annual Health Needs Assessment ○ 6 Infant Well Care visits by 15 months old ○ Annual Well Care Visit (one per calendar year/ ages 2+) ○ Annual Comprehensive diabetes care • \$10 incentive payment: <ul style="list-style-type: none"> ○ Every 3rd prenatal doctor visit.* (\$30 maximum.) ○ Postpartum doctor visit between 4 – 6 weeks after delivery. <p>* You must notify NH Healthy Families of your pregnancy by calling us or submitting a completed Notification of Pregnancy (NOP) form. Prenatal visit count begins after you notify us you are pregnant.</p>
Start Smart for Your Baby – A program designed to support pregnant members.	<ul style="list-style-type: none"> • 17-P Program • Start Smart Baby Shower Program • Start Smart for Your Baby Texting Program • Electric Breast Pumps available
24-Hour Nurse Advice Line – Free health information staffed by nurses available 24/7.	<ul style="list-style-type: none"> • Medical advice • Answers to question about your health • Advice about an injury or illness
Disease Management – Services geared toward helping you improve your health.	Supporting conditions like: <ul style="list-style-type: none"> • Asthma, • Diabetes, • Congestive Heart Failure,

Programs and Services	Details
	<ul style="list-style-type: none"> Coronary Artery Disease, COPD
MemberConnections® – Program to promote preventive health and connect high risk members to healthcare and community social services.	Help you to: <ul style="list-style-type: none"> Find a doctor in your area Arrange for services you need Set up services, and even check on you at home
ConnectionsPLUS® – Program that provides free cell phone to members who do not have safe and reliable access to a phone.	Gives 24/7 access to: <ul style="list-style-type: none"> Our staff Your providers Telehealth services 911
Coupon Saver Program- Discounts on healthy eating and living choices.	Coupons will arrive with your member newsletter. Coupons are also available through our website to both member and non-members
Fluvention	Free flu shots every year for members 6 months and older.
Interpreter Services	Telephonic or face-to-face services covered free of charge.
Puff-Free Pregnancy	Special tobacco-cessation program for high-risk pregnant women.
Vision Enhancement- Choose to get a credit and select frames outside of the standard selection.	Use the credit to buy glasses with: <ul style="list-style-type: none"> Single vision lenses Bifocal or trifocal lenses
Telehealth- Device to assist the member with monitoring their health problems	<ul style="list-style-type: none"> Check on health problems like blood pressure at home. Results sent to the case manager.

Programs and Services	Details
<p>Smoking Cessation –Health Coaches available to help members quit smoking.</p>	<p>Health coaches offer personalized counsel and support to help you quit smoking. A special program is available to assist pregnant members to quit smoking (Puff Free Pregnancy).</p>

Non-Covered Services

There are services that NH Healthy Families does not cover. The services that are covered may change sometimes. We will send you a notice, when there is a change. Some services that we do not cover may be covered by state or federal programs. To find out about getting these services, contact:

NH Department of Health and Human Services (DHHS)

1 (800) 852-3345, Ext 4344

TDD Number of 1-800-735-2964

2-1-1 New Hampshire

1-866-444-4211

TDD Number: 1-603-634-3388.

The following services and supplies are not covered. This may not be an all-inclusive list. If a service is on the “List of Not Covered Services” that means both NH Healthy Families and the state do not pay for these services. Remember, if you seek care for any “Not Covered” service, you will be responsible for payment of any charges.

List of Non- Covered Services
Abortions (Voluntary) - Some abortions are covered in limited circumstances.
Alternative Medicine - Like Acupuncture and Biofeedback
Cosmetic or plastic surgery
Intermediate Care Facility Intellectual Disability (IR)
Intermediate Care Facility Nursing Home
Intermediate Care Facility Atypical Care
Treatment of infertility impotence and sexual dysfunction
Experimental procedures, drugs and equipment
Personal Comfort Items

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711

Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit

www.NHhealthyfamilies.com

List of Non- Covered Services

Non-Medical Equipment

Physical exams required for employment, insurance or licensing

Radial Keraotomy

Services not allowed by federal or state law.

Weight reduction and control services - This includes, weight loss drugs or products, gym memberships or equipment for the purpose of weight reduction.

Your Healthcare

NH Healthy Families works with a large group of doctors, specialists, hospitals and other healthcare providers. This group is called a network. In most cases, you need to get care within the network. **Except for emergency, urgent care, and family planning, all services must be obtained through our network providers or with a prior authorization for out of network providers.**

Primary Care Providers

When you enroll in NH Healthy Families, you must choose a Primary Care Provider (PCP). Your PCP is a doctor who oversees all your care. You should get all of your basic medical care from your PCP or another provider in the PCP's office. Seeing your doctor for regular check-ups, when you are not sick, helps you maintain a healthy lifestyle and find health problems early. This can help prevent a visit to the emergency room. You can call your PCP when you are sick and do not know what to do. If you have never seen your PCP, you should call your PCP and make an appointment for a preventive visit. It is best to not wait until you are sick to meet your doctor for the first time.

PCP Responsibilities

Your PCP will:

- Give you regular well exams and provide you with the ongoing care you need.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- Provide preventive care, including regular immunizations.
- Help you get the services you need in a timely manner.
- Follow-up on the care you get from other medical providers.
- Take care of prior authorizations for specialty care and services.
- Update your medical record, keeping track of all the care that you get.
- Provide services in the same manner for all patients.
- Make sure you can contact him/her or another doctor at all times.
- Talk to you about advance directives.

Seeing your PCP is important. That's why NH Healthy Families offers the CentAccount® program. This is a program where you can earn rewards for healthy behaviors. You can find more information about this program under the Benefits Grid of your Member Handbook, in your new member packet, and on our website, NHhealthyfamilies.com.

Your Own Primary Care Provider

Choosing A PCP

The Provider Directory is a list of all the providers in our network. Our network includes, doctors and hospitals. You can find information about providers in the Provider Directory, including their office location, phone number and any languages that they speak. When picking a PCP, look for one of the following kinds of providers:

- Pediatricians
- Family /General Practitioners
- Internal Medicine
- Obstetricians/Gynecologists
- Registered Nurse Practitioners
- Physician Assistants (under the supervision of a physician)
- Advanced Registered Nurse Practitioners (ARNP)
- Specialists can be your PCP for special needs upon request.

We are always working for our members to build the best provider network. You can check our online Provider Directory at NHhealthyfamilies.com to see if new providers have been added. Upon request, a specialist can be your PCP for special needs.

Want to learn more about a provider before you choose? Call Member Services at 1-866-769-3085.

If you do not choose a PCP, we will choose one for you. Your PCP will be listed on your member ID card.

Changing Your PCP

You may change your PCP at any time if:

- Your PCP is no longer in your area.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- You are not satisfied with your PCP's services.
- The PCP does not provide the services you seek because of religious or moral reasons.
- You want the same PCP as other family members.

You must notify us when you change your PCP. You can do this by:

- Calling Member Services at 1-866-769-3085.
- Going online. Visit the Member Secure Portal on NHhealthyfamilies.com

Your PCP change will be effective the next day.

Making an Appointment with Your PCP

Make a well check appointment within 90 days of enrollment and then at least annually after that. Talk to your doctor about any health problems you are having. Your doctor can give you medical care, advice, and information about your health. **If you need help making an appointment, call Member Services at 1-866-769-3085.** Remember to take your member ID card with you every time you go to the doctor's office.

Can't make your appointment? Call the doctor's office to cancel at least 24 hours in advance.

Need to change your appointment? Call the doctor's office as soon as possible. They can make a new appointment for you. Member Services can help you make an appointment. Call us at 1-866-769-3085.

A Medical Home

A Medical Home is a partnership you have with your PCP. Your PCP will lead and guide your care. This may include helping you in finding the services that you need. Want to know more about setting up a Medical Home, please call Member Services at 1-866-769-3085.

Scheduling Appointments

The following grid includes expected time frames for scheduling appointments.

Type of Provider Appointment	Scheduling Time
Preventive Care	Within forty-five (45) calendar days
Regular and Routine	Within ten (10) calendar days

Behavioral Health - Regular and Routine	Within ten (10) business days
Clinical Assessment - Post Discharge (Transitional)(Including substance use disorder discharges)	Within seven (7) calendar days of discharge
Home Care Nurse	Within two (2) calendar days of discharge
Behavioral Health - Home Visit with Registered Counselor	Within two (2) calendar days of discharge
Urgent (including Urgent Behavioral Health visits)*	Within forty-eight (48) hours
Emergency*	Immediately or refer to ER
Behavioral Health - Emergency	Within six (6) hours for a non-life threatening emergency. Immediately for a life threatening emergency.

*See the page 32 for differences between Emergency and Urgent Care visits.

After Hours Appointments with Your PCP

You can call your PCP's office for information on getting after hours care. Call NH Healthy Families at 1-866-769-3085 and select "Speak to a Nurse" when prompted, 24/7 including holidays, if you have a medical problem or question and cannot reach your PCP during normal office hours. If you have an emergency, call 911 or go to the nearest ER. Remember it is okay if the hospital does not belong to our network. You can use any hospital if it is an emergency.

When Your PCP Leaves the Network

If your PCP is planning to leave the network, we will send you a notice, 30 calendar days before the date this occurs or as soon as possible after we receive notice from the provider. We will reassign you to another PCP. You will get a new member ID card listing your new PCP. You can also change your PCP by calling Member Services at 1-866-769-3085.

If you are in active treatment, NH Healthy Families may approve visits with your doctor for up to 90 days after he/she leaves the network. During this time, we will help you find a new doctor. If your provider has been terminated because of a quality of care issue, this option is not available. Your doctor must agree to:

- Treat your healthcare needs.
- Accept the same payment rate from NH Healthy Families.
- Follow NH Healthy Families' quality assurance standards.
- Follow NH Healthy Families' policies about prior authorization and use a treatment plan.
- Provide necessary medical information to you.

Continuity and Transition of Care for New Members

Sometimes members are getting care from a doctor that is not in NH Healthy Families' provider network. In some cases, you may be allowed to continue care with your doctor for up to 30 days. To get care from a doctor out of the provider network, those services require a prior authorization. If you have questions, call Member Services at 1-866-769-3085.

New members in the second or third trimester of pregnancy can keep the same doctor until you have had your baby and completed your first post-partum visit. If you are a member who is terminally ill, you may continue to see your doctor for your care.

If you are leaving our plan, we don't want your care to be interrupted. That's why NH Healthy Families' staff will reach out to your new health plan to transition your services. This may include giving your new health plan information on your care plan, active services, and approvals, upon request. It is also your right to continue to utilize a provider specified in a prior authorization regardless if the provider is participating in the MCO network you are transitioning in to.

Utilization Management

Medically Necessary Services

Covered services that you get must be medically necessary. This means getting the right care, at the right place, at the right time. NH Healthy Families uses nationally recognized medical criteria and skilled staff to look for services that:

- Are reasonable and necessary to protect life,
- Prevent significant illness or disability, or
- Relieve severe pain, through the diagnosis or treatment of disease, illness, or injury.

NH Healthy Families does not reward network providers or staff to deny care.

Prior Authorization for Services

When you need care, start with a call to your PCP. Some covered services may require prior authorization. Prior authorization is a review by NH Healthy Families before you get certain services. Prior authorization is needed for services or visits to an out of network provider and some specialists. Home health services and some surgeries also need to be reviewed. Your doctor can tell you if a service needs prior authorization. To find a list of services that need prior authorization visit our website at NHhealthyfamilies.com. You can also call Member Services at 1-866-769-3085 to see if something needs to be reviewed by NH Healthy Families.

Your doctor will give us information about why you need the service. NH Healthy Families will look to see if the service is covered and that it is appropriate. NH Healthy Families clinical staff will make the decision as soon as possible, based on your medical condition. Standard decisions are made within 14 calendar days. If the service is urgent, the decision will be made within three (3) business days. We will let you and your doctor know if the service is approved or denied. If you or your doctor are not happy with the decision you can ask us for a second review. This is called an appeal. See the “Member Satisfaction” section in your Member Handbook for more information about appeals.

If there are any major changes to the prior authorization process, we will let you and your doctors know right away.

Second Medical Opinion

You have the right to a second opinion. This means you can talk to a different doctor to get their point of view. Another opinion may help you decide what treatment or service is best for you. Tell your primary care provider (PCP) or call Member Services, if you want a second opinion.

A second opinion:

- Is covered by NH Healthy Families at no cost to you.
- Is available from an in network provider.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- Is available from an out of network provider with prior approval.
- With additional tests will require prior approval.
- Will be looked at by your PCP or specialist, who will help you decide on the best treatment plan.

How to Get Medical Care When You Are Out of State

NH Healthy Families will cover out of state medically necessary services in three situations.

1. **You have a medical or behavioral health emergency.** Out of state and have an emergency*? Call 911 or go to the nearest ER. Call us to report your emergency within 48 hours. A network provider is required for follow up care.
2. **You have an urgent problem.** Out of state and have an urgent problem? Go to an urgent care* clinic or you may go to a PCP**.
3. **You need special care, not available in New Hampshire.** The cost of care for services provided out of state may be covered if we approve.

Remember to show your NH Healthy Families ID card prior to getting services.

Members are not covered for any services outside of the United States.

*See the page 32 for differences between Emergency and Urgent Care visits.

**A visit with an out of state PCP will not be covered unless the PCP bills the visit as urgent care.

Out of Network Care

Out of network care is when you get care from a provider who is not in the NH Healthy Families network. With the exception of emergency and urgent care services, all out of network care requires prior authorization. If you are looking for services we do not have in our network:

- First, we will first check to find a network provider to meet your needs;
- If we do not find a provider, we will help you find an out of network provider.

If we do not approve care from an out of network provider, you will be responsible for paying that provider for the care you get.

We will notify you of the decision to authorize care from an out of network provider. If you have questions, call Member Services at 1-866-769-3085.

Self-Referrals

You may self-refer for certain covered services. This means, you do not need your PCP to refer you to a specific provider. If you need to see a doctor for specific medical problems, your PCP can help you find an in network provider. Your PCP can also tell you if a service requires a prior authorization.

There are services that regardless of whether or not the doctor is in the network you can self-refer, specifically, emergency services, and family planning services and supplies.

Emergency Services and Urgent Care

NH Healthy Families covers both emergency and urgent medical services. These services are covered 24 hours a day, 7 days a week. Not sure about when to use the ER and when to go urgent care?

Emergency services are required for a serious medical condition that without medical attention could be expected by a reasonable layperson to result in jeopardy to your health or in the case of a pregnant woman the health of your unborn child.

Urgent Care are services for when you have an injury or illness, though it is usually not life threatening, must be treated within 48 hours, and you cannot wait for a visit to your PCP.

Here are some examples of when to go to the ER and when NOT to go to the ER:

Go to the ER	Do NOT go to the ER
<ul style="list-style-type: none"> • Broken bones. • Gun or knife wounds. • Bleeding that will not stop. • You are pregnant, in labor and/or bleeding. • Severe chest pain or heart attack. • Drug overdose. • Poisoning. • Bad burns. • Shock (you may sweat, feel thirsty or dizzy or have pale skin). • Convulsions or seizures. • Trouble breathing. • Suddenly unable to see, move or speak. 	<ul style="list-style-type: none"> • Flu, colds, sore throats, and earaches. • A sprain or strain. • A cut or scrape not requiring stitches. • To get more medicine or have a prescription refilled. • Diaper rash.

When you need **urgent care**, follow these steps:

- Call your PCP. The name and phone number are on your NH Healthy Families ID card. Your PCP may give you care and directions over the phone. If it is after hours and you cannot reach your PCP, call NH Healthy Families at 1-866-769-3085 (TDD/TTY 1-855-742-0123) and select “Speak to a Nurse”. You will be connected to a nurse. Have your NH Healthy Families ID card number handy. The nurse may help you over the phone or direct you to other care. You may have to give the nurse your phone number. During normal office hours, the nurse will assist you in contacting your PCP.
- If you are told to see another doctor or go to the nearest hospital emergency room, bring your NH Healthy Families ID card. Ask the doctor to call your PCP or NH Healthy Families.

If you aren’t sure what to do, remember these tips:

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
 Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- If you can, **call your doctor** first.
- If your condition is severe, **call 911** or **go to the nearest hospital**. You don't need a doctor's approval. Also, you can use any hospital in an emergency, even if it is not in our network.
- Not sure if it is an emergency? Call your PCP. Your PCP will tell you what to do. If your PCP is not available, a doctor taking calls can help. There may be a message telling you what to do.
- **Call Our 24-hour nurse advice line** 1-866-769-3085 (TDD/TTY 1-855-742-0123) and select "Speak to a Nurse" if you have questions.
- **Urgent Care is not Emergency Care.**
- **Emergency rooms are for emergencies.**

It is important that, you or someone acting on your behalf **MUST** call your PCP and NH Healthy Families within 48 hours of admission. This helps your PCP to provide or arrange for any follow-up care that you may need. We will help you get follow-up care. Call us 1-866-769-3085 (TDD/TTY 1-855-742-0123).

Emergency Transportation Services

NH Healthy Families covers emergency ambulance ground transportation to the nearest hospital for emergency care. **Ambulance transportation to the hospital emergency room in non-emergency situations is not a covered service.** You may have to pay for it. Ambulance transportation from a healthcare facility to another healthcare facility is covered only:

- When it is medically necessary; and
- It has been arranged and approved by a NH Healthy Families network provider.

Non-Emergency Transportation Services

If you do not have a car or anyone available to give you a ride, we can help you get to your medical appointments as well as your state-covered dental appointments. Transportation is covered for all medically necessary services. If you get a ride from someone else, their mileage cost can get reimbursed. The reimbursement form to file is on the website under Health Management.

Need help getting to your medical appointment? Call NH Healthy Families Member Services at 1-866-769-3085. Choose Transportation when prompted. You must call at least 2 business days before your appointment. You can ask for transportation with less than 2 days' notice for urgent medical trips. We may check with your doctor to make sure the appointment is urgent. Have an emergency? Need help getting to the emergency room? Call 911.

What information do I need to know when I call? Tell the operator:

- Your Medicaid number
- The street address, including city and zip code of your pick up location
- The destination address

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- Telephone number

Let the operator know if you use a wheelchair or other equipment to get to your appointments.

Be ready one hour before your appointment. The driver will call you 24 hours before your appointment to confirm the exact pick up time. If your ride is 15 minutes past pick up time, please call Member Services at 1-866-769-3085

If you go to more than one appointment, to the same location, in the same week you need to call us. Please call Member Services (choose "Transportation" when prompted) as soon as possible so that we can confirm we have your ride to and from your appointment.

Vision

NH Healthy Families allows members to choose from a standard selection of frames and lenses. Members can choose to opt out of the standard benefit and select frames outside of the standard selection. An amount will be given to you as a credit. You can use this to buy glasses with single vision lenses, or glasses with bifocal or trifocal lenses. You will have to pay for any charges that go over the allowed amount. Contact Member Services to find out the amount you have as credit.

Post-Stabilization Services

Post-stabilization is care you need to stabilize your condition immediately after an emergency. These services do not require prior authorization. We will cover the services you need after an emergency, even if it is outside of the NH Healthy Families network. Once stabilized and discharged, seek out an in-network provider for follow up care.

Pharmacy

Pharmacy Program

NH Healthy Families provides coverage for your prescriptions. Your coverage is available at pharmacies that work with us. There are some drugs that may not be covered. The pharmacy can let you know which drugs are not covered, or help you find another drug that is covered. You can also ask your doctor about what drugs are covered, and what is best for you.

Preferred Drug List (PDL)

New Hampshire Healthy Families has a list of covered medications. This is called the Preferred Drug List (PDL) and it is New Hampshire Healthy Families formulary. For the most current PDL, you may call member Services or visit NHhealthyfamilies.com. After selecting “NH Medicaid” on the home page, choose “Pharmacy Services” on the left navigation bar. The PDL also lists the drug categories that may not be covered. If you want a copy of the formulary, call Member Services at 1-866-769-3089 (TTY 1-855-742-0123).

Prior Authorization

Some drugs have limits or require NH Healthy Families to grant permission before your prescription is covered. This is called a prior authorization. The pharmacist will inform the doctor if a prior authorization is needed. Your doctor can ask NH Healthy Families to cover the prescription if there is a medical reason. We will let you know if we do not grant the request for prior authorization. We will also tell you how you can file an appeal of that decision.

Emergency Drug Supply

If your doctor cannot be reached to approve a prescription, you may be able to get a 72 hour (three day) emergency supply of a medicine that has previously been prescribed to you. Pharmacies are authorized to provide a 72 hour supply.

Over-the-Counter Medications

Some covered over-the-counter (OTC) drugs are covered through NH Healthy Families. In order for an OTC drug to be covered, it must be written as a valid prescription by a licensed doctor. If you purchase OTC drugs without a prescription from a doctor you will have to pay for them.

Excluded Drugs

Some drugs are not covered through NH Healthy Families. These include, but are not limited to:

- Drug Efficacy Study Implementation (DESI) drugs
- Fertility agents
- Topical Minoxidil
- Vaniqa®
- Drugs used to treat erectile or sexual dysfunction

Filling a Prescription

NH Healthy Families covers most of the drugs your doctor says you need. Your doctor can write a prescription that you can take to the pharmacy, or may be able to send the prescription to the pharmacy directly. NH Healthy Families provides prescription fulfillment for its members through in network pharmacies. You can get your prescriptions filled at most pharmacies. It is important that you show your NH Healthy Families ID card at the pharmacy. If you need help finding a pharmacy or have trouble getting your drugs, call NH Healthy Families at 1-866-769-3085 (TDD/TTY 1-855-742-0123).

Specialty Pharmacy Provider

Certain drugs are only covered when they are supplied by NH Healthy Families' specialty pharmacy provider. These drugs are not available at retail pharmacies. The specialty pharmacy provides you with the following services:

- They can deliver drugs to your home or doctor's office.
- They have staff that can answer questions about drugs.
- They are available 24 hours a day, seven (7) days a week.
- They can give you information, materials, and ongoing support.

NH Healthy Families wants to help you take the drugs the right way to manage your health condition. If you have questions about the pharmacy program, call Member Services at 1-866-769-3085 (TTY 1-855-742-0123) or visit NHhealthyfamilies.com.

Health Management

Health Needs Assessment

NH Healthy Families wants to know how we can better serve you. One way we do this is by asking you to fill out the Health Needs Assessment form. This form asks questions that help us figure out what you need. Fill out this form and send it back to us right away. This form can be found in your Welcome Packet with a postage-paid envelope. This form is also available at our website NHhealthyfamilies.com. If you have questions about the form, please call us at 1-866-769-3085.

Case Management

New Hampshire Healthy Families understands you may need assistance navigating the healthcare system. We offer care management services to assist with scheduling appointments, arranging for transportation, housing and connecting you with community resources such as food stamps, utilities and support groups. These services are available if you:

- have social and care coordination needs,
- have complex medical health needs,
- have behavioral health needs,
- are pregnant,
- have a disability

Our care managers are registered nurses, behavioral health clinicians or social workers. They help our members understand major health problems and assist in arranging members' health care needs. Care managers work with members and their doctors to help identify barriers and support the provider's plan of care.

Members enrolled in care management often see several doctors. They may need medical supplies or help at home. New Hampshire Healthy Families' care managers can assist members in coordinating aspects of their care. Members enrolled in care management often have complex conditions such as Sickle Cell, Multiple Sclerosis, Kidney or Renal Disease, Organ Transplants, Cancer, Hemophilia and/or Depression.

Special Needs

In addition to care managers, New Hampshire Healthy Families has a Special Needs Coordinator who can help you enroll in the care management program and connect you with healthcare and community based resources. If you have one or more of the following conditions we invite you to contact our Special Needs Coordinator or any member of our Care Management team:

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- Chronic illness such as asthma, diabetes, heart failure, chronic obstructive pulmonary disease (COPD);
- Mental illness
- HIV/AIDS
- Foster care needs or receiving services the Department of Child, Youth and Families (DCYF)
- Homeless

If you have special healthcare needs New Hampshire Healthy Families is here for you. To enroll in our Care Management Program please call 1-866-769-3085 (TDD/TTY 1-855-742-0123) and request care management services.

Disease Management

NH Healthy Families offers Disease management to members with conditions like:

- Asthma
- Diabetes
- High blood pressure
- Heart problems
- Weight Management
- COPD

Disease Management is a service that helps you navigate the healthcare system. The goal of this service is to add to the quality of your care and help you to improve your health. NH Healthy Families staff helps you understand and manage your medical condition.

This helps you get the treatments and the social services you need to. We help by offering information and personal help from our Health Coaches.

All of our programs are geared toward helping you understand and actively manage your health. We are here to help you with things like:

- How to take medicines.
- What screening tests to get.
- When to call the doctor.

We will help you get the things you need. We will provide tools to help you learn and take control of your condition. For more information call Member Services at 1-866-769-3085. You can ask to speak to a Health Coach.

Preventive Care

NH Healthy Families recognizes the importance of good health. We cover preventive care services to help you stay healthy. We encourage you to get immunizations and health screenings. Health screenings can help lower your risk for chronic diseases. These screenings give your doctor a chance to

detect and treat health issues with possibly better outcomes. We will work with you and your provider to ensure access to care.

Below is a list of some of the covered Preventive Care services.

Adults	Women (In addition to Adult services)
Immunizations – vaccines for adults Behavioral, Depression Screenings Well Care Visits Disease Management Asthma Heart Disease Diabetes Obesity	Prenatal care Educational and clinical services Start Smart for Your Baby Routine screenings and labs Well Woman Visits Breast Cancer Screenings Cervical Cancer Screenings
Children	
Autism screenings Behavioral screenings Congenital screenings Depression Screenings Developmental Screenings Flouride varnishing – Oral health Height, weight, body mass monitoring Immunizations Risk screenings Vision care	

Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

Health Checks for Infancy and Early Childhood

Health Check (EPSDT) is a preventive healthcare program for age birth to 21 years old. Children and young people need to see their doctor regularly even when they are not sick. This chart shows when babies, children, and young adults need to see their doctor for a health check. We don't want your child to miss any key steps toward good health as they grow.

Doctors and nurses will examine your child or teen. They will give shots for diseases when necessary. Shots are important to keep your child healthy. They will also ask questions about health problems and

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711

Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit

www.NHhealthyfamilies.com

tell you what to do to stay healthy. If there is a problem found during the checkup, your doctor can send you to a specialist, or order any tests that might be needed, such as laboratory work, X-rays, etc.

Age Group	Health Check Schedule
Infancy	Birth 3-5 days By 1 month 2 months 4 months 6 months 9 months
Early Childhood	12 months 15 months 18 months 24 months 30 months 3 years 4 years
Middle Childhood & Adolescence	Every year until age 21

To schedule a Health Check visit, call your doctor. If you have problems scheduling your visit, please call Member Services at 1-866-769-3085.

Health Check for Young Adults

Health Check (EPSDT) is a preventive program available to members age 19 to 21. Even if you are not sick, young people need to see their doctor annually.

Your provider will examine you and give you shots when necessary. They will also ask questions about health problems. Your doctor can send you to a specialist or order any tests that might be needed, if they find a problem during a checkup. They can also tell you ways to stay healthy.

If you haven't already, NH Healthy Families will help you transition from your pediatrician to a doctor best suited to serve the needs of adults. To schedule a Health Check visit, call your doctor. Problem getting an appointment, please call Member Services at 1-866-769-3085.

CentAccount

NH Healthy Families has a program to reward you for completing healthy behaviors. These healthy behaviors begin with the Health Needs Assessment you get in your Welcome Packet. New rewards are added to your CentAccount card once you complete each healthy behavior. Your CentAccount card can be used to buy grocery, household, and other needed items at select stores. Information on how to get and use your CentAccount card can be found on our website at NHhealthyfamilies.com. You can also call Member Services at 1-866-769-3085 (TTY 1-855-742-0123).

Family Planning Services

NH Healthy Families covers family planning services. You can get these services and supplies from providers that are not in our network. You do not need a prior authorization. These services are free for our members. These services are voluntary and confidential.

Some examples of family planning services are:

- Education and advice from a trained personnel to help you make choices
- Information about birth control
- Physical exams
- Follow-up visits
- Immunization services
- Pregnancy tests
- Birth control supplies
- Tests and treatment of STDs (sexually transmitted diseases)

Pregnancy & Maternity Services

A Safe Pregnancy

There are things you can do to have a safe pregnancy. See your doctor if you have health problems like diabetes and high blood pressure. While you are pregnant, do not use tobacco, alcohol, or non-prescribed drugs. See your doctor before becoming pregnant if you have had any of the following:

- You have had three or more miscarriages.
- You gave birth to a premature baby (this means the baby came before 37 weeks of pregnancy), or a “preemie.”
- You gave birth to a stillborn baby.

Keep these points in mind if you are pregnant now or want to become pregnant:

- Go to the doctor as soon as you think you are pregnant. It is important for your health and your baby's health to see a doctor as early as possible. Seeing your doctor early will help your baby get off to a good start. It's even better to see your doctor before you get pregnant to get your body ready for pregnancy.
- Make an appointment with your dentist for a cleaning and checkup. (Note: New Hampshire Healthy Families does not cover routine dental services. Only emergency dental services are covered.)
- Set a goal to live a healthier lifestyle. Healthy lifestyle habits include exercising, eating balanced healthy meals, and resting for 8-10 hours at night.

A note about folic acid: Folic acid is a very important nutrient that can help you have a healthy baby. Take folic acid before you become pregnant or as soon as you find out you are pregnant. Some foods

that have folic acid in them, like orange juice, green vegetables, fortified breakfast cereals and more. It is hard to get enough folic acid from food alone. Talk to your doctor about taking prenatal vitamins. If you have questions about folic acid or your pregnancy, call Member Services at 1-866-769-3085.

Start Smart for Your Baby®

Start Smart for Your Baby (Start Smart) is our special program for pregnant women. NH Healthy Families wants to help you take care of yourself and your baby. We make information available for all stages of your pregnancy. We will send you information in the mail and phone. You can also find information on our Start Smart website at www.startsmartforyourbaby.com. We have staff who can answer questions and give you support if you are having a problem. We can even arrange for a home visit if needed.

Are you pregnant and still smoking cigarettes? We can help you stop. We have a smoking cessation program just for pregnant women. This is available at no cost to you. We use trained clinicians called Health Coaches, who are ready to motivate, counsel and support you to quit smoking. Working as team, over the phone, your Health Coach can help you develop a plan to change your behavior and lifestyle.

We have many ways to help you have a healthy pregnancy. Before we can help, we need to know you are pregnant. Please call Member Services at 1-866-769-3085 as soon as you learn you are pregnant. We will help you set up the special care that you and your baby need.

MemberConnections®

MemberConnections is a program that promotes preventive health and connects you to quality healthcare and community social services. MemberConnections Representatives are staff trained to provide support to our members.

A MemberConnections representative can:

- Help you find a doctor in your area
- Help you arrange for services you need
- Work with your Case Manager
- Help set up services, or check in you by visiting your home

Please call Member Services at 1-866-769-3085 for more information.

ConnectionsPLUS®

ConnectionsPLUS is a program that provides free cell phones to some members. This program makes a phone available to members who do not have safe and reliable access to a phone. This phone will give you access to our staff, providers, telehealth services and 911, 24 hours a day. ConnectionsPLUS is an offered as a part of our MemberConnections program. To learn more about the program, please contact Member Services 1-866-769-3085 or visit our website at NHhealthyfamilies.com.

Member Satisfaction

We hope you will always be happy with us and our network providers. If you are not happy, please let us know. NH Healthy Families has steps for handling any problems you may have. NH Healthy Families offers all of our members the following processes to achieve member satisfaction:

- Internal Grievance Process.
- Internal Appeal Process.
- Access to Medicaid Fair Hearing.

NH Healthy Families maintains records for up to ten (10) years of each grievance and appeal filed and the responses to each grievance and appeal.

Mental Health Parity

You may file a complaint with the New Hampshire Insurance Department (NHID) at <https://www.nh.gov/insurance/consumers/complaints.htm>. You are encouraged to file a complaint if you feel that the physical and behavioral health services you received were not given to you fairly. This would not be consistent with the Federal Mental Health Parity laws.

Grievance and Appeal Process

NH Healthy Families wants to fully resolve your problems or concerns. You, the member, a doctor or a person named by you can file a grievance or appeal. Not sure which applies to your situation? **A grievance is an expression of dissatisfaction with any matter other than an action. That means if you are unhappy with your care or services, you can tell us about it. An appeal is a request to review an action. That means if we make a decision that is not in your favor you can ask us to look at it again.**

Filing a Grievance or Appeal

You, the member, a person named by you, or a provider acting for you can file a grievance or appeal on your behalf.

You must give us written permission to name another person to file a grievance or appeal for you. This form is available on our website at NHhealthyfamilies.com, in the back of your member handbook. Call Member Services at 1-866-769-3085 and we can mail one to you.

It's important to remember:

- We will add information or proof that you provide to us. You can send it to us in a letter, email, fax or bring it to our office.
- We can provide you with copies of documents we used to make a decision about your case when you ask.
- We will not hold it against you or treat you differently if you file a grievance or appeal.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- Call Member Services at 1-866-769-3085 if you need help completing a grievance or appeal or you need an interpreter.

If you believe NH Healthy Families is not providing mental health or substance use disorder benefits in violation of the law, depending on your individual circumstances, you may file a grievance or appeal.

Grievances

Filing a grievance will **not** affect your healthcare services. We **want** to know your concerns so we can improve our services.

To file a grievance, call Member Services at 1-866-769-3085 (TDD/TTY 1-855-742-0123). You can also write a letter and mail it to the address below or fax your grievance to NH Healthy Families at 1-877-502-7255.

Grievances Continued.

Be sure to include:

- Your first and last name.
- Your Medicaid ID number.
- Your address and telephone number.
- What you are unhappy with.
- What you would like to have happen.

**NH Healthy Families
Grievance and Appeal Coordinator**

2 Executive Park Dr.
Bedford, NH 03110

You can expect a resolution in writing from NH Healthy Families within 45 calendar days of filing a grievance.

Appeals

An appeal request is when you ask us to take another look at an action taken or a decision made that is not in your favor. You will know that NH Healthy Families is taking an action because we will send you a letter.

An action is when NH Healthy Families:

- Denies the care requested.
- Decreases the amount of care.
- Ends care that has previously been approved.
- Denies payment for care and you may have to pay for it.

If you do not agree with the action, you may ask for an appeal. The letter will tell you about the appeals process. You, or someone on your behalf with your written consent, may file an appeal within 60 calendar days from the date on the notice of action. If you request a standard appeal orally, you or your authorized representative must also send in a written, signed appeal.

There are several ways you can ask for an appeal:

- Send back the Appeal Form, included that we send with your letter.
- Write and mail us a letter.
- Ask verbally by calling Member Services at 1-866-769-3085.

Continuation of Benefits

NH Healthy Families will continue your benefits after you have filed an appeal as long as you meet the filing time requirements. You may have to pay for that care if the outcome is not in your favor.

You will get a written decision within 30 calendar days of the date of your request.

We can extend the time it takes us to decide your appeal for up to 14 calendar days if you request an extension or if there is additional information needed to make a decision. NH Healthy Families must tell you why we are requesting a delay in making a decision within 2 calendar days. You have the right to file a grievance if you do not agree with the extension.

Expedited Appeals

You can ask for an expedited appeal if you or your doctor feel that your health is at risk. This type of appeal means we will make a fast decision. To ask for an expedited appeal, call our Grievance and Appeal Coordinator at 1-866-769-3085.

NH Healthy Families shall make a decision on your request for an expedited (fast) appeal within 72 hours. When you request an expedited appeal, you have a limited time to present evidence and testimony, either in person and/or in writing.

NH Healthy Families will mail the notice of adverse benefit determination by the date of the action when any of the following occur:

- You have died;
- You submit a signed written statement requesting service termination;
- You submit a signed written statement including information that requires service termination or reduction and indicate that you understand that the service termination or reduction will result;
- You have been admitted to an institution where you are ineligible under the state plan for further services;

- Your address is determined unknown based on returned mail with no forwarding address;
- You are accepted for Medicaid services by another state, territory, or commonwealth;
- A change in the level of medical care is prescribed by your doctor;
- The notice involves an adverse determination with regard to the preadmission screening requirements;
- The transfer or discharge from a facility will occur in an expedited fashion.

If NH Healthy Families fails to resolve your appeal timely, then it is decided you have exhausted the internal appeal process and you may request a state fair hearing. You can request a State fair hearing within 120 calendar days if you disagree with an appeal decision, or within 10 calendar days if you are requesting to continue benefits during the time the appeal is being decided.

Medicaid Fair Hearing for Appeals

If you are unhappy with a NH Healthy Families' decision and you have no more appeal options with New Hampshire Healthy Families, you can ask for a Medicaid Fair Hearing. A Medicaid Fair Hearing is an appeal heard by an appeals unit at the Department of Health and Human Services.

You may ask to continue your previously approved services while you wait for your appeal decision. You must make a request for continuing services within 10 days of receiving your denial letter. If you or your doctor would like to ask for a Medicaid Fair Hearing, you must ask within 30 calendar days of the date on the letter. If the finding at the Medicaid Fair Hearing agrees with our decision, you may have to pay for the continued services.

To request a Medicaid Fair Hearing, please write to:

**Administrative Appeals Unit
Office of Operations Support
NH Department of Health & Human Services
105 Pleasant Street
Concord, NH 03301
1-800-852-3345, ext. 4292**

There will be no retaliation against you or your representative for filing a grievance with NH Healthy Families.

If NH Healthy Families or the Department of Health and Human Services reverses the decision to deny, the services will be authorized promptly and no later than 72 hours from the date of notice.

Waste, Abuse, and Fraud (WAF) Program

NH Healthy Families is serious about finding and reporting waste, abuse and fraud. Waste, abuse, and fraud is when any member, provider or another person is misusing Medicaid or NH Healthy Families resources. This could include things like:

- Loaning, selling or giving NH Healthy Families member card or Medicaid ID card to someone.
- Misusing NH Healthy Families or Medicaid benefits.
- Billing NH Healthy Families for “free” services.
- Wrongful billing to NH Healthy Families by a provider.
- Billing NH Healthy Families for services not provided.
- Any action to defraud NH Healthy Families or Medicaid.

Your healthcare benefits are given to you based on your eligibility for both Medicaid and the NH Medicaid Care Management program. You must not share your benefits with anyone. NH Healthy Families’ and our network providers must report any misuse of benefits.

If you misuse your benefits, you could lose them and Medicaid could take legal action against you.

Tell us right away, if you think a doctor, a hospital, another member or person is misusing the Medicaid or NH Healthy Families resources. We will take action against anyone who does this.

Call and report fraud to our hotline at 1-866-685-8664. You do not need to give your name. You can also write to us at:

**NH Healthy Families
Compliance Department**
2 Executive Park Dr.
Bedford, NH 03110

You can also report waste, abuse, and fraud to Medicaid by calling (603) 271-1246 or write to.

**Office of the Attorney General
Medicaid/Healthcare Fraud Unit**
33 Capitol Street
Concord, NH 03301

What to do if you get a Bill

Talk with your doctor about what services are covered. When you follow plan rules, you should not be billed for covered services except for any applicable copays or deductibles. Call your provider if you get a bill for a service that should be covered. Give your provider your insurance information. If you still get a bill from the provider after you give your insurance information, call Member Services for help at 1-866-769-3085.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

If you ask for a service that is not covered by NH Healthy Families, your doctor will ask you to sign a statement saying you will pay for the service. If you sign this statement for a non-covered service you will be responsible for the bill. If you have any questions about a bill, you can call Member Services at 1-866-769-3085.

Accidental Injury or Illness (Subrogation)

Call Member Services and let us know if you have to see a doctor for an injury or illness that was caused by another person or business. Another insurance company might have to pay your provider bills if, for example, if you are hurt in a car wreck, by a dog bite, or if you fall in a store. When you call, we will need the name of the person at fault, their insurance company, and the names of any attorneys involved.

Member Rights and Responsibilities

Members are informed of their rights and responsibilities through the Member Handbook. NH Healthy Families network providers are also expected to respect and honor member's rights. NH Healthy Families members have the following rights:

- To be treated with respect and with due consideration for his/her dignity and privacy.
- To receive information on available treatment options and alternatives, presented in a manner appropriate to the member's ability to understand.
- To participate in decisions regarding his/her healthcare, including the right to refuse treatment.
- To complete information about their specific condition and treatment options, regardless of cost or benefit coverage.
- To seek second opinions.
- To obtain information about available experimental treatments and clinical trials and how such research can be accessed.
- To obtain assistance with care coordination from the PCP's office.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in the Federal regulations on the use of restraints and seclusion.
- To express a concern or appeal about NH Healthy Families or the care it provides and receives a response in a reasonable period of time.
- To be able to request and receive a copy of his/her medical records, (one copy free of charge) and request that they be amended or corrected.
- To choose his/her health professional to the extent possible and appropriate, in accordance with 42 CFR §438.6(m).
- To receive health care services that are accessible, are comparable in amount, duration and scope to those provided under Medicaid FFS and are sufficient in amount, duration and scope to reasonably be expected to achieve the purpose for which the services are furnished.
- To receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness, or medical condition.
- To receive all information— e.g., enrollment notices, informational materials, instructional materials, available treatment options and alternatives.—in a manner and format that may be easily understood as defined in the Provider Agreement and this Member Handbook.
- To receive oral interpretation services free of charge for all non-English languages, not just those identified as prevalent.
- To be notified that interpretation services are available and how to access those services.

NH Healthy Families members have the following responsibilities:

- To inform NH Healthy Families of the loss or theft of an ID card.
- Present the NH Healthy Families ID card when using healthcare services.
- Be familiar with NH Healthy Families procedures to the best of the member's abilities.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

- To call or contact NH Healthy Families to obtain information and have questions clarified.
- To provide participating network providers with accurate and complete medical information.
- Following the prescribed treatment of care recommended by the provider or letting the provider know the reasons the treatment cannot be followed, as soon as possible.
- To make every effort to keep any agreed upon appointments, and follow-up appointments; and accessing preventive care services.
- To live healthy lifestyles and avoid behaviors known to be detrimental.
- To provide accurate and complete information to all health care providers.
- To become knowledgeable about NH Healthy Families coverage provisions, rules and restrictions.
- To ask questions of providers to determine the potential risks, benefits, and costs of treatment alternatives, and then making care decisions after carefully weighing all pertinent factors.
- To follow the grievance process established by NH Healthy Families (and outlined in the Member Handbook) if there is a disagreement with a provider.

Advance Directives

All NH Healthy Families adult members have a right to make Advance Directives for healthcare decisions. This includes planning treatment before you need it. Advance Directives are forms you can complete to protect your rights for medical care. You can speak to your provider about Advance Directives or call Member Services at 1-866-769-3085 for help in finding the form. Once completed, ask your PCP to put the form in your file.

Together, you and your PCP can make decisions that will set your mind at ease. It can help your PCP and other providers understand your wishes about your health. You should talk to your doctor about your wishes.

Advance Directives will not take away your right to make your own decisions and will work only when you are unable to speak for yourself. If your directive is not being followed you may file a complaint. Complaints concerning noncompliance with the Advance Directives requirements may be filed with the Insurance Department. A request can be sent in writing to:

Insurance Department
Consumer Services Division
21 South Fruit Street, Suite 14
Concord, NH 03301
(603) 271-2261

Examples of Advance Directives include:

- Living Will.
- Health Care Power of Attorney.
- “Do Not Resuscitate” Orders.

Our Advance Directive policies and procedures are revised as needed to address any changes in applicable law. We will tell you about those changes within 90 days after the date of the change if the changes affect you. You should not be discriminated against for not having an Advance Directive.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

Effective 07.01.2017

For help to translate or understand this, please call 1-866-769-3085.

Hearing impaired TTY 1-855-742-0123.

Si necesita ayuda para traducir o entender este texto, por favor llame al telefono.

1-866-769-3085. (TTY 1-855-742-0123).

Interpreter services are provided free of charge to you.

Covered Entities Duties:

NH Healthy Families is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). NH Healthy Families is required by law to maintain the privacy of your protected health information (PHI), provide you with this Notice of our legal duties and privacy practices related to your PHI, abide by the terms of the Notice that is currently in affect and notify you in the event of a breach of your unsecured PHI.

This Notice describes how we may use and disclose your PHI. It also describes your rights to access, amend and manage your PHI and how to exercise those rights. All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.

NH Healthy Families reserves the right to change this Notice. We reserve the right to make the revised or changed Notice effective for your PHI we already have as well as any of your PHI we receive in the future. NH Healthy Families will promptly revise and distribute this Notice whenever there is a material change to the following:

- The Uses or Disclosures
- Your rights
- Our legal duties
- Other privacy practices stated in the notice.

We will make any revised Notices available on www.NHhealthyfamilies.com.

NH Healthy Families Member Services: 1-866-769-3085; TDD/TYY: 1-855-742-0123, Relay 711
Business Hours M-W 8 a.m. – 8 p.m., Th-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit
www.NHhealthyfamilies.com

Permissible Uses and Disclosures of Your PHI:

The following is a list of how we may use or disclose your PHI without your permission or authorization:

- ***Treatment*** - We may use or disclose your PHI to a physician or other health care provider providing treatment to you, to coordinate your treatment among providers, or to assist us in making prior authorization decisions related to your benefits.
- ***Payment*** - We may use and disclose your PHI to make benefit payments for the health care services provided to you. We may disclose your PHI to another health plan, to a health care provider, or other entity subject to the federal Privacy Rules for their payment purposes. Payment activities may include
 - processing claims
 - determining eligibility or coverage for claims
 - issuing premium billings
 - reviewing services for medical necessity
 - performing utilization review of claims
- ***HealthCare Operations*** - We may use and disclose your PHI to perform our healthcare operations. These activities may include:
 - providing customer services
 - responding to complaints and appeals
 - providing case management and care coordination
 - conducting medical review of claims and other quality assessment
 - improvement activities

In our healthcare operations, we may disclose PHI to business associates. We will have written agreements to protect the privacy of your PHI with these associates. We may disclose your PHI to another entity that is subject to the federal Privacy Rules. The entity must also have a relationship with you for its healthcare operations. This includes the following:

 - quality assessment and improvement activities
 - reviewing the competence or qualifications of healthcare professionals
 - case management and care coordination
 - detecting or preventing healthcare fraud and abuse.
- ***Group Health Plan/Plan Sponsor Disclosures*** – We may disclose your protected health information to a sponsor of the group health plan, such as an employer or other entity that is providing a health care program to you, if the sponsor has agreed to certain restrictions on how it will use or disclose the protected health information (such as agreeing not to use the protected health information for employment-related actions or decisions).

Other Permitted or Required Disclosures of Your PHI:

- ***Fundraising Activities*** – We may use or disclose your PHI for fundraising activities, such as raising money for a charitable foundation or similar entity to help finance their activities. If we

do contact you for fundraising activities, we will give you the opportunity to opt-out, or stop, receiving such communications in the future.

- ***Underwriting Purposes*** – We may use or disclosure your PHI for underwriting purposes, such as to make a determination about a coverage application or request. If we do use or disclose your PHI for underwriting purposes, we are prohibited from using or disclosing your PHI that is genetic information in the underwriting process.
- ***Appointment Reminders/Treatment Alternatives*** - We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us or to provide you with information regarding treatment alternatives or other health-related benefits and services, such as information on how to stop smoking or lose.
- ***As Required by Law*** - If federal, state, and/or local law requires a use or disclosure of your PHI, we may use or disclose your PHI information to the extent that the use or disclosure complies with such law and is limited to the requirements of such law. If two or more laws or regulations governing the same use or disclosure conflict, we will comply with the more restrictive laws or regulations.
- ***Public Health Activities*** - We may disclose your PHI to a public health authority for the purpose of preventing or controlling disease, injury, or disability. We may disclosure your PHI to the Food and Drug Administration (FDA) to ensure the quality, safety or effectiveness products or services under the jurisdiction of the FDA.
- ***Victims of Abuse and Neglect*** - We may disclose your PHI to a local, state, or federal government authority, including social services or a protective services agency authorized by law authorized by law to receive such reports if we have a reasonable belief of abuse, neglect or domestic violence.
- ***Judicial and Administrative Proceedings*** - We may disclose your PHI in judicial and administrative proceedings. We may also disclose it in response to the following:
 - an order of a court
 - administrative tribunal
 - subpoena
 - summons
 - warrant
 - discovery request
 - similar legal request.
- ***Law Enforcement*** - We may disclose your relevant PHI to law enforcement when required to do so. For example, in response to a:
 - court order
 - court-ordered warrant
 - subpoena
 - summons issued by a judicial officer
 - grand jury subpoena

We may also disclose your relevant PHI to identify or locate a suspect, fugitive, material witness, or missing person.

- **Coroners, Medical Examiners and Funeral Directors** - We may disclose your PHI to a coroner or medical examiner. This may be necessary, for example, to determine a cause of death. We may also disclose your PHI to funeral directors, as necessary, to carry out their duties.
- **Organ, Eye and Tissue Donation** - may disclose your PHI to organ procurement organizations. We may also disclose your PHI to those who work in procurement, banking or transplantation of:
 - cadaveric organs
 - eyes
 - tissues
- **Threats to Health and Safety** - We may use or disclose your PHI if we believe, in good faith, that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public.
- **Specialized Government Functions** - If you are a member of U.S. Armed Forces, we may disclose your PHI as required by military command authorities. We may also disclose your PHI:
 - to authorized federal officials for national security
 - to intelligence activities
 - the Department of State for medical suitability determinations
 - for protective services of the President or other authorized persons
- **Workers' Compensation** - We may disclose your PHI to comply with laws relating to workers' compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.
- **Emergency Situations** – We may disclose your PHI in an emergency situation, or if you are incapacitated or not present, to a family member, close personal friend, authorized disaster relief agency, or any other person previously identified by you. We will use professional judgment and experience to determine if the disclosure is in your best interests. If the disclosure is in your best interest, we will only disclose the PHI that is directly relevant to the person's involvement in your care.
- **Inmates** - If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your PHI to the correctional institution or law enforcement official, where such information is necessary for the institution to provide you with health care; to protect your health or safety; or the health or safety of others; or for the safety and security of the correctional institution.

- **Research** - Under certain circumstances, we may disclose your PHI to researchers when their clinical research study has been approved and where certain safeguards are in place to ensure the privacy and protection of your PHI.

Uses and Disclosures of Your PHI That Require Your Written Authorization

We are required to obtain your written authorization to use or disclose your PHI, with limited exceptions, for the following reasons:

Sale of PHI – We will request your written authorization before we make any disclosure that is deemed a sale of your PHI, meaning that we are receiving compensation for disclosing the PHI in this manner.

Marketing – We will request your written authorization to use or disclose your PHI for marketing purposed with limited exceptions, such as when we have face-to-face marketing communications with you or when we provide promotional gifts of nominal value.

Psychotherapy Notes – We will request your written authorization to use or disclose any of your psychotherapy notes that we may have on file with limited exception, such as for certain treatment, payment or healthcare operation functions.

Individuals Rights

The following are your rights concerning your PHI. If you would like to use any of the following rights, please contact us using the information at the end of this Notice.

- **Right to Revoke an Authorization** - You may revoke your authorization at any time, the revocation of your authorization must be in writing. The revocation will be effective immediately, except to the extent that we have already taken actions in reliance of the authorization and before we received your written revocation.
- **Right to Request Restrictions** - You have the right to request restrictions on the use and disclosure of your PHI for treatment, payment or healthcare operations, as well as disclosures to persons involved in your care or payment of your care, such as family members or close friends. Your request should state the restrictions you are requesting and state to whom the restriction applies. We are not required to agree to this request. If we agree, we will comply with your restriction request unless the information is needed to provide you with emergency treatment. However, we will restrict the use or disclosure of PHI for payment or health care operations to a health plan when you have paid for the service or item out of pocket in full.
- **Right to Request Confidential Communications** - You have the right to request that we communicate with you about your PHI by alternative means or to alternative locations. This right only applies if the information could endanger you if it is not communicated by the alternative means or to the alternative location you want. You do not have to explain the reason is for your request, but you must state that the information could endanger you if the communication means

or location is not changed. We must accommodate your request if it is reasonable and specifies the alternative means or location where you PHI should be delivered.

- ***Right to Access and Received Copy of your PHI*** - You have the right, with limited exceptions, to look at or get copies of your PHI contained in a designated record set. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so. You must make a request in writing to obtain access to your PHI. If we deny your request, we will provide you a written explanation and will tell you if the reasons for the denial can be reviewed and how to ask for such a review or if the denial cannot be reviewed.
- ***Right to Amend your PHI*** - You have the right to request that we amend, or change, your PHI if you believe it contains incorrect information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request for certain reasons, for example if we did not create the information you want amended and the creator of the PHI is able to perform the amendment. If we deny your request, we will provide you a written explanation. You may respond with a statement that you disagree with our decision and we will attach your statement to the PHI you request that we amend. If we accept your request to amend the information, we will make reasonable efforts to inform others, including people you name, of the amendment and to include the changes in any future disclosures of that information.
- ***Right to Receive an Accounting of Disclosures*** - You have the right to receive a list of instances within the last 6 years period in which we or our business associates disclosed your PHI. This does not apply to disclosure for purposes of treatment, payment, health care operations, or disclosures you authorized and certain other activities. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests. We will provide you with more information on our fees at the time of your request.
- ***Right to File a Complaint*** - If you feel your privacy rights have been violated or that we have violated our own privacy practices, you can file a complaint with us in writing or by phone using the contact information at the end of this Notice.

You can also file a complaint with the Secretary of the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201 or calling 1-800-368-1019, (TTY: 1-866-788-4989) or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.

- ***Right to Receive a Copy of this Notice*** - You may request a copy of our Notice at any time by using the contact information list at the end of the Notice. If you receive this Notice on our web site or by electronic mail (e-mail), you are also entitled to request a paper copy of the Notice.

Contact Information

If you have any questions about this Notice, our privacy practices related to your PHI or how to exercise your rights you can contact us in writing or by phone using the contact information listed below.

NH Healthy Families
Attn: Privacy Official
2 Executive Park Drive
Bedford, New Hampshire, 03110
1-866-769-3085
TTY 1-855-742-0123

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 does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NH Healthy Families:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact NH Healthy Families at 1-866-769-3085 (TDD/TTY 1-855-742-0123.)

If you believe that NH Healthy Families has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Grievances and Appeals Coordinator, NH Healthy Families, 2 Executive Park Drive, Bedford, NH 03102, 1-866-769-3085 (TDD/TTY 1-855-742-0123), Fax 1-866-614-1951.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, NH Healthy Families is available to help you. You may also file a discrimination complaint through the DHHS Office of the Ombudsman who has been designated to coordinate the efforts of NH DHHS's civil rights compliance for the Department: State of New Hampshire, Department of Health and Human Services, Office of the Ombudsman, 129 Pleasant Street, Concord, NH 03301-3857; (603) 271-6941 or (800) 852-

New Hampshire Healthy Families Member Services: 1-866-769-3085; TDD/TTY: 1-855-742-0123, Relay 711
Business Hours M-F 8 a.m. – 5 p.m. and 24/7 Nurse Advice or visit www.NHhealthyfamilies.com

3345 ext. 6941, FAX (603) 271-4632, TDD Access: relay NH 1-800-735-2964; E-mail: ombudsman@dhhs.nh.gov.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, Complaint forms are available at <https://www.ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Authorization to Disclose Health Information Form

Notice to Member:

- Completing this form will allow NH Healthy Families to share your health information with the person or group that you identify below.
- You do not have to sign this form or give permission to share your health information. Your services and benefits with NH Healthy Families will not change if you do not sign this form.
- Right to cancel (revoke): If you want to cancel this Authorization Form, fill out the Revocation Form on the next page and mail it to us at the address at the bottom of the page.
- NH Healthy Families cannot promise that the person or group you allow Plan to share your health information with will not share it with someone else.
- Keep a copy of all completed forms that you send to us. NH Healthy Families can send you copies if you need them.
- Fill in all the information on this form. When finished, mail it to the address at the bottom of the page.

Member Information:

Member Name (print): _____

Member Date of Birth: ____/____/____

Member Medicaid ID Number/Member ID#: _____

I give NH Healthy Families permission to share my health information with the person or group named below. The purpose of the authorization is to help me with my NH Healthy Families benefits and services.

Recipient Information:

Name (person/group): _____

Phone: (____) _____ Address: _____

City: _____ State: _____ Zip: _____

(Please continue on the back of the page)

NH Healthy Families can share this Health Information: (check all boxes that apply)

- ☐ **All of my health information; OR**
- ☐ **All of my health information EXCEPT:**
- ☐ Prescription drug/medication information
 - ☐ Acquired Immunodeficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV) information
 - ☐ Treatment for alcohol and/or substance use disorder information
 - ☐ Behavioral health services or psychiatric care information
 - ☐ Other: _____

Authorization End Date: ____/____/____ (date the authorization ends unless cancelled)

Member Signature: _____ **Date:** ____/____/____
(Member or Legal Representative Sign Here)

If you are signing for the Member, describe your relationship. If you are signing for the Member or are the Member's personal representative, describe this below and send us copies of those forms (such as power of attorney or order of guardianship).

Please return this form to:

NH Healthy Families
Member Services
2 Executive Park Dr.
Bedford, NH 03110
Toll Free: 1-866-769-3085 Fax: 1-877-502-7255

Revocation of Authorization to Disclose Health Information Form

I want to cancel, or revoke, the permission I gave to NH Healthy Families to share my health information with this person or group:

Recipient Information:

Name (person/group): _____ Phone: (____) ____ - _____

Address: _____ City: _____ State: _____ Zip: _____

Authorization Signed Date (if known): ____/____/____

Member Information:

Member Name (print): _____ Member Date of Birth: ____/____/____

Member Medicaid ID Number/Member ID#: _____

I understand that my health information may have already been shared because of the permission I gave before. I also understand that this cancellation only applies to the permission I gave to share my information with this person or group. It does not cancel any other authorization forms I signed for health information to be shared with another person or group.

Member signature: _____ Date: ____/____/____

(Member or Legal Representative Sign Here)

If you are signing for a member, describe your relationship below. If you are the Member's personal representative describe this below and send us copies of those forms (such as power of attorney or order for guardianship).

NH Healthy Families will stop sharing your health information when we get this form. Use the mailing address below. You can also call for help at the number below.

NH Healthy Families

Member Services

2 Executive Park Drive

Bedford NH 03110

Toll Free: 1-866-769-3085

Fax: 877-502-7255

Authorized Representative Form

You have the right to choose someone to represent you during your Appeal with NH Healthy Families. To designate a representative, please complete this form and return it to NH Healthy Families. You may revoke this designation at any time by submitting a request to us in writing. Please note, if we do not receive a signed Authorized Representative Form in the timeframe for resolving your Appeal, your appeal may be dismissed. If any such action is taken, you will be notified in writing.

1. I hereby give permission to (insert name of designated representative)

_____ to act as my Authorized Representative to NH Healthy Families and to share information listed below in Section 2 regarding my Appeal or Grievance with NH Healthy Families or its delegate.

2. NH Healthy Families may share the following information (*check all that apply*):

- ☐ Eligibility notices and information about eligibility for and access to my NH Healthy Families benefits
 - ☐ Information about my medical treatment (including medical and psychiatric records). By giving my representative permission to share my information, I am specifically giving permission to share any information about drug and alcohol treatment that is included in such information.
 - ☐ Other: (*specify*)
-

3. NH Healthy Families may share information listed in Section 2 above with the person or organization who is serving as my Authorized Representative.

4. NH Healthy Families may share the information listed in Section II for the timely resolution of my Appeal.

5. This permission is good until: Date: ____/____/____

Please continue on the back of this page

6. I understand that I may cancel this permission at any time by sending a letter to:

NH Healthy Families
2 Executive Park Dr.
Bedford, NH 03110
Toll Free: 1-866-769-3085 Fax: 1-877-502-7255

I have had the opportunity to read and consider this Authorization and agree to its terms.

Date: __/__/__ Signature: _____

Printed name: _____