



Get Healthy BULLETIN



Fall Into Good Health

Fall may bring apple picking and colorful leaves, but it also means that cold and flu season has arrived. Luckily, a flu shot and good health habits can help you avoid getting sick. Follow these steps to keep you and your family healthy during flu season:

Get your flu shot. Everyone 6 months and older should get the flu shot. It's a smart way to help you, your family, and your community stay healthy. New research shows that when healthy children and adults get vaccinated, it reduces the spread of the flu. It's especially important for these people to get a flu vaccine:

- Adults 50 and older
- Adults with chronic conditions such as asthma or heart disease
- Pregnant women
- People who live in or work at a nursing home

Wash your hands. The next best thing you can do to protect yourself from flu and colds is to wash your hands regularly with soap and water. Scrub your hands for at least 20 seconds, and be sure to scrub between your fingers and under your nails. Don't touch your face. There are more than 200 viruses that cause the common cold. They live on everything you touch, including doorknobs, railings, and shopping carts. To limit the spread of germs, keep your hands away from your eyes, nose, and mouth.

Avoid big crowds. If cold and flu are going around in your community, limit your time in public spaces or big gatherings. Also try to avoid contact with people who might be sick with cold or flu until they feel better. Eat healthy foods. Help fight cold and flu naturally by eating plenty of vitamin-rich fruits and vegetables. Eat foods that are high in vitamin C, such as red bell peppers and broccoli, to boost your immune system.

Get your sleep. Lack of sleep weakens your body's natural defenses against illness. Aim to get 7 to 8 hours of sleep each night. To wind down, turn off TVs, phones, and computers 1 hour before bedtime.

Always Looking to Improve the Quality of Your Health Plan

NH Healthy Families was awarded the highest quality rating for all Medicaid health plans in New Hampshire with **4.5 out of 5 stars**. We have many quality improvement projects to help us know if the services we are providing are good for you. We want to tell you how we're doing this year and what we're doing to improve your health now.

Visit **NHhealthyfamilies.com** and go to the Quality Improvement Program under Member Resources page to learn about our projects!



Let Us Help With Your Complex Needs

Call our Care Managers

If you have several health problems, you may see many doctors for treatment. NH Healthy Families can help keep track of those conditions and what to do to care for them.

NH Healthy Families offers Care Management for our members. Care Management is when nurses or social workers:

- Help you better understand and manage your health problems
- Work with you and your doctor to help you get the care and community resources you need
- Help set up home health services

Call Member Services to get Care Management if you have conditions or situations such as:

- Diabetes
- Multiple Sclerosis
- HIV/AIDS
- Heart or Lung Disease
- Substance Use Disorders
- Hemophilia
- Brain Injury
- Severe Mental Illness
- Many Hospitalizations or Emergency Room Visits

To find out if you or your family member may be able to get Care Management, call Member Services at **1-866-769-3085, TTY/TDD 1-855-742-0123.**

How We Evaluate New Healthcare Solutions

NH Healthy Families is always looking at new technology, including medical procedures, drugs and devices to find ways to make you healthier. The medical staff at NH Healthy Families will decide if changes should be made to your plan based on new information. To learn more about this process, visit **NHhealthyfamilies.com** or check out your Member Handbook.

Get the Right Care

We want you to get the right care, at the right time, and in the right place. Utilization Management is how we make decisions about paying for care and services. Your doctor will tell us about why you need a service. NH Healthy Families clinical staff will make a decision based on:

- What is covered
- If the service is needed
- If the service works well
- If the service is right for you



We will make a decision as soon as possible based on your medical condition. Covered Services that you get must be Medically Necessary. NH Healthy Families uses standard guidelines to check Medical Necessity.

NH Healthy Families has policies in place to ensure:

- Decisions are made based on the appropriateness of the care and service, and that coverage is in place.
- The organization does not reward its Network Providers or their staff to deny coverage, service, or care.
- We do not provide incentives to decision makers.

NH Healthy Families does not reward doctors or staff for saying “no” to care. When we make a choice to deny, reduce, or stop certain services, we will write to you and your doctor. This letter will explain our choice. It will also tell you how to tell us if you are unhappy with the choice. This is called “appealing” the decision. If you decide to appeal, you will not be treated differently. Want to talk to someone in Utilization Management? Call **1-866-769-3085** for more information: Monday through Wednesday 8 a.m. to 8 p.m. and Thursday through Friday 8 a.m. to 5 p.m.



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Health Risk Assessment (HRA) Reminder

If you complete your Health Risk Assessment Screening (HRA) within the first 30 days of enrollment, you will receive **\$30** in My Health Pays™* rewards. If you complete your HRA anytime from 31-60 days of enrollment, you can earn **\$15** in My Health Pays™* rewards. Completing your Health Risk Assessment is easy and it takes approximately 10 minutes. If you need help, please call us at **1-866-769-3085**. Forms are located in your member welcome packet, or at www.nhhealthyfamilies.com/members/medicaid/resources/handbooks-forms.html.

*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services each State fiscal year.

— INTRODUCING —



A New Program from NH Healthy Families

— At No Cost To Our Members —

The Ready for My Recovery program provides access to substance use disorder services. It offers care management, resources and rewards* for NH Healthy Families members who are committed to entering a substance misuse recovery program.

Find the Ready for My Recovery form at www.nhhealthyfamilies.com/members/medicaid/resources/handbooks-forms.html.

(Note: You must fill out a Health Risk Assessment before completing the Ready for My Recovery form)

For more information contact us at: **1-866-769-3085**

*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services each State fiscal year.

BACK BY POPULAR DEMAND - 1 NIGHT ONLY!



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Wednesday Night at the Movies **is Back!**

Attention NH Healthy Families Members

We want to

Thank You!

As a special thank you to our Members:

Please join NH Healthy Families for a **special October** Wednesday Night at the Movies event.



Wednesday, October 30, 2019

Cinemagic - Hooksett

38 Cinemagic Way, Hooksett, NH

5:00 p.m. to 7:00 p.m. (Lobby Table Open)

RSVP by Wednesday, October 23, 2019



Kids: Come early to see Broose the Moose and learn about the Healthy Kids Club Program!

Find out what movies are showing:
www.cinemagicmovies.com

RSVP:

NH_Healthy_Families_RSVP@centene.com
or call **1-866-769-3085**

This invitation is for you and up to three family members to enjoy a movie of your choice, small popcorn and bottled water at no cost to you.

Space is limited and on a first-come, first-served basis.
Children must be accompanied by at least one adult.

- Please bring your NH Healthy Families member ID card
- Show your Member ID card to NH Healthy Families staff for admission
- Our staff will be at the NH Healthy Families registration table in the theater lobby from 5:00 p.m. to 7:00 p.m.



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2 Executive Park Drive
Bedford, NH 03110

Get Healthy

How to Get Information

You are always welcome to call Member Services with any questions you have. Did you know there is also information on NHhealthyfamilies.com that can answer many of your questions?

On the website you can find:

- ▶ Your Member Handbook
- ▶ How to find a doctor
- ▶ Your member benefits
- ▶ How to file an appeal
- ▶ How to access emergency care and other medical services
- ▶ Your rights and responsibilities

More questions? Want a hard copy of your Member Handbook or other materials? You also have the right to receive a Provider Directory. All of these materials are available at no cost to you.

- ▶ **Call Member Services,**
- ▶ **Monday through Wednesday – 8 a.m. to 8 p.m.**
- ▶ **Thursday and Friday – 8 a.m. to 5 p.m.**
- ▶ **at 1-866-769-3085 TTY/TDD 1-855-742-0123.**

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ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-866-769-3085 (TTY 1-855-742-0123).

ATENCIÓN: Si habla español, hay servicios de asistencia en su idioma disponibles sin cargo para usted. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION: Si vous parlez Français, vous pouvez bénéficier gratuitement des services d'assistance linguistique. Appelez le 1-866-769-3085 (TTY 1-855-742-0123).

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1-866-769-3085

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