

Commitment to Communication

From your Provider Relations Team



nh healthy families™

2 Executive Park Drive
Bedford, NH 03110

Psychiatric Boarding Support Effective March 1, 2020

February 7, 2020

Dear Emergency Room Provider,

To reduce the burden of psychiatric boarding in the emergency room department and improve patient care, NH Healthy Families will be implementing a dedicated phone line that is available for use by Emergency Room/Hospital staff when requiring assistance to address member's mental health needs.

When a NH Healthy Families member has been identified as awaiting a psychiatric admission while boarding in the Emergency Department and requires assistance, please contact the Psychiatric Boarding Support and Assistance phone line at **1-833-482-0166**. This line is offered to support the NH Healthy Families Medicaid membership only.

This dedicated phone line is available to our Emergency Room Providers and Hospital Staff effective March 1, 2020. For the safety and convenience of our members, this line remains open twenty-four (24) hours per day, seven (7) days a week.

If you have any questions regarding this notice, please contact Provider Services at 1-866-769-3085.

NH Healthy Families thanks you for your continued partnership and dedication to our members.

Sincerely,

NH Healthy Families

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to stay in touch with initiatives
and happenings around the state.
#NHhealthy



1-866-769-3085
TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com