



2 Executive Park Drive
Bedford, NH 03110

December 10, 2014

Dear Providers,

December 1, 2014 marked the first anniversary of the Medicaid Care Management program in New Hampshire. New Hampshire Healthy Families (NHHF) wants to thank our network of providers for their tremendous efforts to make this program successful. Working closely with our provider network to improve the program, and to overcome the inevitable challenges associated with significant change, is building a better Medicaid program in New Hampshire and extending health care benefits to more Granite State residents.

Communication is critical to success, and we appreciate our providers taking time to participate in more than 25,000 calls and welcoming the Provider Relations team into their practices more than 1,100 times so far this calendar year. During the first ten months this year, NHHF processed more than 400,000 claims for providers and met with over 1,300 members in their homes through our Member Connections program. This work is driven by our New Hampshire based team, which has now grown to almost 100 employees based in our Bedford, New Hampshire office.

This past year included an effort to solicit feedback from our provider network through a survey conducted by The Meyers Group. Efforts were made to engage 1,500 survey respondents, and we received 111 completed surveys. While the low response rate increases the volatility of the results, all feedback is important. The results indicate that major drivers of satisfaction are related to payment amounts, authorization requirements, and pharmacy. NHHF believes these areas of interest are aligned with projects that are currently underway that will improve provider satisfaction.

All provider feedback, whether from a survey or a conversation, is incorporated into ongoing engagement and satisfaction efforts. Thanks to the entire NHHF network of providers for sharing their perspective, opinions and suggestions. We look forward to building on our success in 2015.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Westover", is written over the word "Sincerely,".

Scott Westover
Executive Director

1-866-769-3085

TDD: 1-855-742-0123

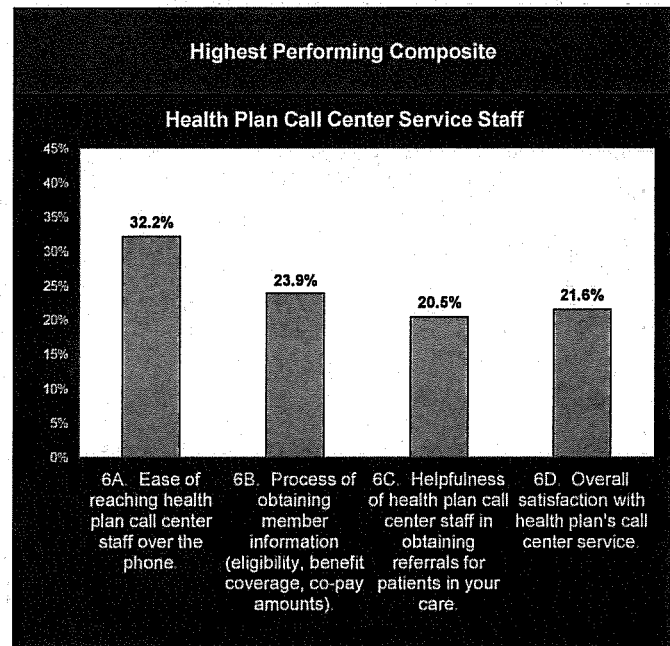
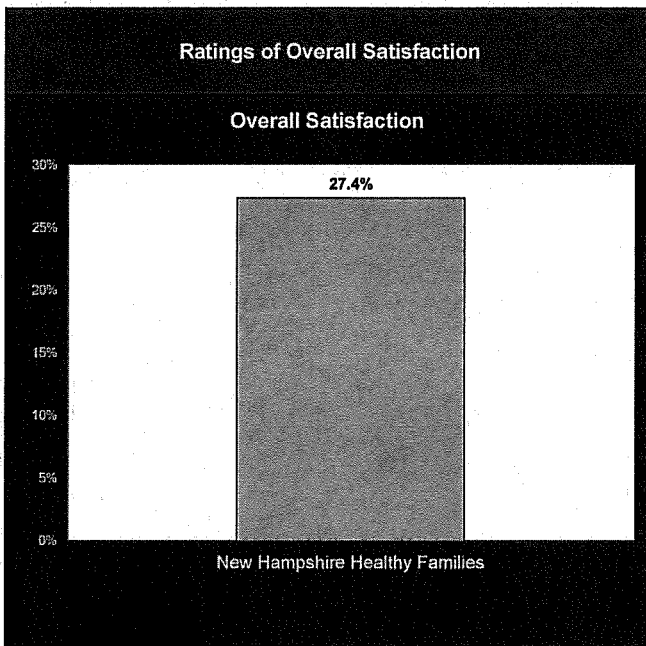
New Hampshire Healthy Families is underwritten by Granite State Health Plan, Inc.

www.NHhealthyfamilies.com

Provider Satisfaction Report Highlights

New Hampshire Healthy Families

Highest and Lowest Performing Questions		2014		2014 Mean Scores**		2013 TMG B.o.B.***	
		n†	SRS*	New Hampshire	TMG B.o.B.	Medicaid	Aggregate
Summary Rate Scores	Highest Scoring Questions						
	8A. Would you recommend New Hampshire Healthy Families to other physicians' practices?	92	53.3%	NA	NA	80.5%	86.2%
	6A. Ease of reaching health plan call center staff over the phone.	92	32.2%	3.10	3.42	41.8%	45.8%
	7B. Provider Relations representative's ability to answer questions and resolve problems.	36	30.6%	3.03	3.78	57.9%	58.2%
	Lowest Scoring Questions						
	5B. Extent to which formulary reflects current standards of care.	73	5.5%	2.30	3.10	24.8%	29.5%
	5E. Availability of comparable drugs to substitute those not included in the formulary.	73	5.5%	2.30	3.01	20.8%	25.6%
	2A. Consistency of reimbursement fees with your contract rates.	92	5.4%	2.23	3.11	30.1%	36.0%

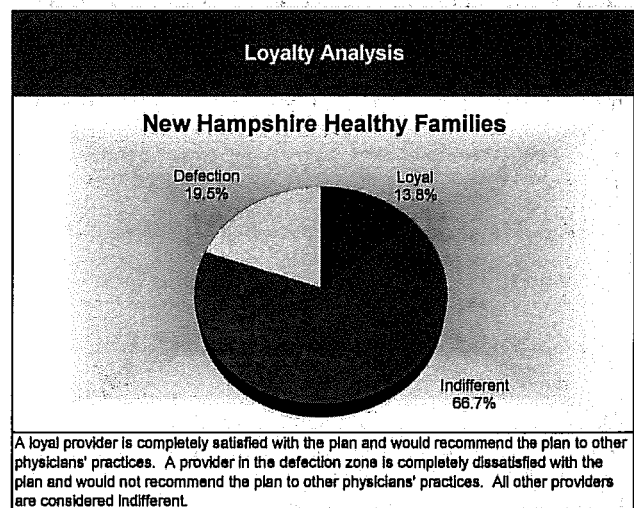


Priority Matrix

Composite	Correlation****	Percentile
Strength		
No composites are considered Strengths.		
Top Priority		
Utilization and Quality Management	0.743	<10th
Pharmacy	0.705	<10th
Health Plan Call Center Service Staff	0.837	<10th
Finance Issues	0.573	<10th
Provider Relations	0.570	<10th

Strength: Composite is highly correlated with overall satisfaction and ranks at or above the 75th percentile when compared to the TMG Book of Business benchmark.

Top Priority: Composite is highly correlated with overall satisfaction and ranks below the 75th percentile when compared to the TMG Book of Business benchmark.



† The Valid n represents the number of responses to the question. Summary Rate Scores (SRS) represent the top two response percentages ("Well above average" and "Somewhat above average," "Yes," and "Completely satisfied" and "Somewhat satisfied").

** Mean scores are the average of all responses. TMG B.o.B. is represented by the Medicaid Book of Business.

*** The Myers Group's 2013 Medicaid Book of Business benchmark consists of data from 10 plans representing 8569 respondents, while the Aggregate Book of Business benchmark consists of data from 16 plans representing 7720 respondents in Primary Care, Specialty, and Behavioral Health areas of medicine.

**** A correlation coefficient approaching a value of 1.000 represents an increasing association of the composite with overall satisfaction.

Note: Significance Testing - Cells highlighted in red denote current year plan percentage is significantly lower when compared to trend or benchmark data; cells highlighted in green denote current year plan percentage is significantly higher when compared to trend or benchmark data; no shading denotes that there was no significant difference between the percentages, there is no comparable data, or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.