Welcome!

NH Healthy Families provides healthcare coverage with health benefits, extras at no cost to members, and ways to earn rewards for healthy behaviors.*

If you are a new member, you will receive your Member Handbook that provides details for your benefits soon.

*Some restrictions and limitations apply. Each member can earn up to $250 in cash and non-cash goods and services through June 30 each year.

YOUR PRIMARY CARE PROVIDER (PCP)

Your Primary Care Provider (PCP) is the doctor who knows you best. If you did not choose a PCP in our network when you signed up for insurance, NH Healthy Families has chosen one for you. Your current PCP is listed to the right.

If you want to choose or change your PCP, call Member Services. We will help you pick a new provider. If your PCP changes, you can still use this ID card to access all your healthcare services.

ID Card 1: [PCP Name]
[PCP Address]
[PCP Phone]

ID Card 2: [PCP Name]
[PCP Address]
[PCP Phone]

Important Phone Numbers on Back

ID CARD 1:
[Name](Member Name: John Doe)
[Address]
[City, State, Zip]

Member ID: 123456789
DOB:

Plan Type: Granite Advantage

Your ID Cards

Pharmacy Help Desk: 1-888-613-7051
RXBIN: 004336
RXPCN: MCAIDADV
RXGROUP: RX5436

Member Name: Jane Doe
Member ID: 123456789
DOB:

Plan Type: Granite Advantage

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
How fast can you earn up to $30?*
How about 10 minutes!
Contact us if you need help completing your Health Risk Assessment Screening (HRA). Complete your HRA within 30 days of enrollment and earn $30* on your myhealthpay** Visa® Prepaid Card**. Earn $15* within 31-90 days.

YOUR CONTACTS

DHHS NH Medicaid: 1-844-275-3447
NH Healthy Families Member Services: 1-866-769-3085
TDD/TTY: 1-855-742-0123
NH Healthy Families Fax: 1-877-502-7255
24/7 Nurse Advice Line: 1-866-769-3085 press “2” and follow prompt
Transportation: 1-888-597-1192
Crisis Hotline, Doorway: 2-1-1
Crisis Text Line: Text 741741
National Suicide Prevention Hotline: 1-800-273-TALK (8255)

*Some restrictions and limitations apply. Each member can earn up to $250 in cash and non-cash goods and services through June 30 each year.

**This My Health Pays® Visa® Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted.

IMPORTANT CONTACT INFORMATION

Members:
Member Services: 1-866-769-3085
TDD/TTY: 1-855-742-0123
24/7 Nurse Advice Line: 1-866-769-3085
Vision: 1-866-769-3085
Pharmacy: 1-866-769-3085
File a Grievance: 1-866-769-3085
Transportation: 1-888-597-1192

Medical Claims:
NH Healthy Families
Attn: Claims
PO Box 4060
Farmington, MO 63640-3831

Providers:
Provider Services: 1-866-769-3085
NH Eligibility Inquiry - Prior Auth: 1-866-769-3085
Vision: 1-877-866-1527
Pharmacy: 1-888-613-7051

NH Healthy Families Address:
2 Executive Park Drive
Bedford, NH 03110

EDI/EFT/ERA please visit Provider Resources at www.NHhealthyfamilies.com

IMPORTANT CONTACT INFORMATION

Members:
Member Services: 1-866-769-3085
TDD/TTY: 1-855-742-0123
24/7 Nurse Advice Line: 1-866-769-3085
Vision: 1-866-769-3085
Pharmacy: 1-866-769-3085
File a Grievance: 1-866-769-3085
Transportation: 1-888-597-1192

Medical Claims:
NH Healthy Families
Attn: Claims
PO Box 4060
Farmington, MO 63640-3831

Providers:
Provider Services: 1-866-769-3085
NH Eligibility Inquiry - Prior Auth: 1-866-769-3085
Vision: 1-877-866-1527
Pharmacy: 1-888-613-7051

NH Healthy Families Address:
2 Executive Park Drive
Bedford, NH 03110

EDI/EFT/ERA please visit Provider Resources at www.NHhealthyfamilies.com