



Dear Medical Provider,

Starting June 1, 2026, in order to be compliant with the NH Department of Health and Human Services Administrative Rule He-W 574.08 we must implement a change to the Non-Emergent Medical Transportation benefit for our members.

The **maximum mileage allowed to be traveled round trip** to a participating provider **shall not exceed** the following limits:

- 30 miles to a Pharmacy
- 50 miles to a Physician or Behavioral Health Provider
- 90 miles to a Hospital
- 90 miles to a Physical, Speech, or Occupational Therapist
- 90 miles to a Dialysis Provider
- 300 miles to a Dentist
- 400 miles to a Specialty Provider

If the requested physical ride or mileage reimbursement exceeds the mileage limits listed above, prior authorization must be submitted for review. If the request is approved, the approved mileage reimbursement or physical ride will be provided, as applicable. If the request is denied, a written denial notice will be sent to the member by mail. The notice will include the reason for the denial and information about the right to appeal to NH Healthy Families.

Members may be able to receive care from a provider closer to their home and within the mileage limits. If they need help finding a provider, they can contact our Customer Service team at **1-866-769-3085**. They may also use the Find a Provider tool on the NH Healthy Families website NHhealthyfamilies.com, which shows provider locations with mileage distance when they enter their home address.

Thank you,
The NH Healthy Families Team

