



## Be a Health Hero By Taking Charge of Your Own Health

Prevention is the key to living a healthy and happy life and you can unlock that door with your PCP. Be a Health Hero today by following the Primary Care Connect (PCC) program. Learn more at [nhhealthyfamilies.com/members/medicaid/pcpfc.html](https://nhhealthyfamilies.com/members/medicaid/pcpfc.html) or watch our new Health Hero video at [youtu.be/S82QO9zfb1U](https://youtu.be/S82QO9zfb1U). It all starts with you!

Check out our new Health Hero video overview:

Are you a Health Hero?

<https://youtu.be/S82QO9zfb1U>



## May is Mental Health Awareness Month

### Spotlight on Young Adult Mental Health

According to the National Alliance On Mental Health (NAMI), one in six U.S. youth ages 6-17 reported experiencing a mental health condition<sup>1</sup>. Fifty percent of all lifetime mental illness begins by age 14, and 75% by age 24. Young adults in the U.S. are typically not diagnosed or receive treatment until 11 years after their onset symptoms appear, says First Focus On Children<sup>2</sup>. Education, screening and early prevention are major steps in good mental health. Know the signs of teen depression.

Did you know that NH Healthy Families rewards members of any age for taking charge of their mental health? Becoming

**Teen Depression: More than just moodiness**

Being a teenager can be tough, but it shouldn't feel hopeless. If you have been feeling sad most of the time for a few weeks or longer and you're not able to concentrate or do the things you used to enjoy, talk to a trusted adult about depression.

**Do I have depression?**

- Do you often feel sad, anxious, worthless, or even "empty"?
- Have you lost interest in activities you used to enjoy?
- Do you get easily frustrated, irritable, or angry?
- Do you find yourself withdrawing from friends and family?
- Are your grades dropping?
- Have your eating or sleeping habits changed?
- Have you experienced any fatigue or memory loss?
- Have you thought about suicide or harming yourself?

Depression looks different for everyone. You might have many of the symptoms listed above or just a few.

**How do I get help for depression?**

- Talk to a trusted adult (such as your parent or guardian, teacher, or school counselor) about how you've been feeling.
- Ask your doctor about options for professional help. Depression can be treated with psychotherapy (also called "talk therapy"), medication, or a combination of medication and talk therapy.
- Try to spend time with friends or family, even if you don't feel like you want to.
- Stay active and exercise, even if it's just going for a walk. Physical activity releases chemicals, such as endorphins, in your brain that can help you feel better.
- Try to keep a regular sleep schedule.
- Eat healthy foods.

You're not alone, and help is available. You can feel better. To get help, call or text the 988 Suicide & Crisis Lifeline at 988 or chat at [988lifeline.org](https://988lifeline.org).

[nhih.nih.gov/depression](https://nhih.nih.gov/depression)

a Mental Health C.H.A.M.P. is easy. Learn more about our Mental Health C.H.A.M.P. program and complete an online attestation, identifying which actions you are taking to improve your mental health. If approved, you will receive \$20\* in My Health Pays<sup>®</sup> rewards!



#### References:

- <sup>1</sup>National Alliance on Mental Illness (NAMI). (2023). Mental health by the numbers. <https://www.nami.org/about-mental-illness/mental-health-by-the-numbers/>
- <sup>2</sup>FACT SHEET: Children's Mental Health. (2023, November 14). First Focus on Children. <https://firstfocus.org/resource/fact-sheet-childrens-mental-health/>

\*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.

## Medicaid Open Enrollment

Mark your calendars for the 2025 Medicaid Open Enrollment period from **August 1 to August 31.**

# Kicks for Kids!



nh healthy families™



**Eligible ages: 1 and 2 year olds**

## How it works:

Take your child at 1 and 2 years of age to complete their lead screening test any time this year and be entered to win a **\$50 Walmart® gift card\* to purchase shoes.**

**Drawings will be held monthly, a total of 10 Walmart® gift cards\* per month.**

*(Children ages 1 and 2 who have already completed their lead screening test this year have been entered in the next drawing. Winners will be notified by email.)*

***There's no form to fill out or raffle entry to complete, you will automatically be entered just by taking your child to have their lead screening test.***

Remember, with My Health Pays® rewards your child will **earn up to \$25\*** just for getting their lead screening test!

\*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.



All NH children need to be tested for lead to help them stay healthy.

1. The first test should be completed around the child's first birthday.
2. The second test should be completed around the child's second birthday.

Toxic lead can be in dust, air, dirt, paint, or toys. **A lead screening test is quick and easy** – it can be completed at a child's wellness visit with their doctor.

Be sure to visit [cribsforkids.org/happy-healthy-lead-free-me/](https://cribsforkids.org/happy-healthy-lead-free-me/) for great resources!

## Your Disenrollment Rights

Disenrollment is the process of changing your health plan or coverage. That could mean you choose to sign up with another plan, or when you are no longer eligible for Medicaid coverage. You can ask to disenroll with or without cause. NH DHHS determines if you are eligible to disenroll. To understand if you are eligible, call or write to NH DHHS. Contact the NH DHHS Customer Service Center at **1-844-ASK-DHHS (1-844-275-3447) (TDD Access Relay: 1-800-735-2964)**, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. We will ensure that your right to switch is not restricted in any way.

To learn if you are eligible for disenrollment in writing, mail to:

Division of Client Services  
NH Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301

For a full list of disenrollment rights and reasons, please see section 11.1 (page 154) of your Member Handbook or visit [nhhealthyfamilies.com/members/medicaid/resources/member-disenrollment-rights.html](https://nhhealthyfamilies.com/members/medicaid/resources/member-disenrollment-rights.html).

# Member Rights and Responsibilities

**Make sure you get the treatment you deserve.**

As a NH Healthy Families member, you have many rights and responsibilities. These rights cover your treatment, privacy, and access to information.

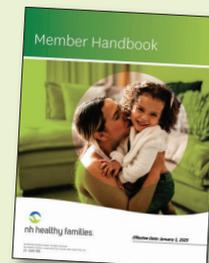
Your rights include, but are not limited to:

- The right to receive all services that we must provide
- Being treated with dignity and respect when receiving care
- Knowing that your medical record information will be kept private
- The right to request an appeal from NH Healthy Families or from a state agency

Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Bringing your ID card with you to all appointments
- Telling your PCP if you receive care in an emergency room

To learn more about your Member Rights and Responsibilities refer to section 9 (page 134) of your member handbook or visit [nhhealthyfamilies.com/members/medicaid/resources/member-rights.html](http://nhhealthyfamilies.com/members/medicaid/resources/member-rights.html).



## Use Family and Friends Transportation First!

**EASIEST OPTION!**



**Gas, parking and tolls can be reimbursed by Medical Transportation Management, Inc. (MTM), if you need transportation help getting to the medical and behavioral health appointments that we cover. Use this option if you have a car, or when a friend or family member with a car can drive you.**



- Call MTM at **1-888-597-1192**, go online at [mtm.mtmlink.net](http://mtm.mtmlink.net) or use the **MTM Link Member app** before your appointment and schedule your reimbursement trip
- Watch the mail for your **Focus Card™** (if first time using Family and Friends option)
- Use a Trip Log to track your travel: [www.mtm-inc.net/mileage-reimbursement](http://www.mtm-inc.net/mileage-reimbursement)



## Community Events

Our team develops and participates in dozens of events throughout the state every year. Our members get a front row seat during our **Member Movie Nights**, access to fresh produce through our **Green to Go** events, and an opportunity to win prizes wherever we set up our tables! Like our Facebook page [Facebook.com/NHhealthyfamilies](https://Facebook.com/NHhealthyfamilies) and check back frequently to learn more about our upcoming events. We hope to see you there!



### UPCOMING EVENTS:

- May 8th** · Taco Tour, Elm Street, Manchester 4-8pm
- May 17th** · NH DCYF Caregiver Event, Whitefield 10-3pm
- May 18th** · FIT's Walk Against Hunger, Veterans Park, Manchester 12pm





nh healthy families™

2 Executive Park Drive  
Bedford, NH 03110



© 2025 NH Healthy Families. All rights reserved. NH Healthy Families is underwritten by Granite State Health Plan, Inc.

 Like us on Facebook  
[Facebook.com/NHhealthyfamilies](https://www.facebook.com/NHhealthyfamilies)

 Follow us on X  
[@NHhealthy](https://twitter.com/NHhealthy)

 1-866-769-3085  
(TDD/TTY 1-855-742-0123)

 nh healthy families™



ATTENCIÓN: si no habla inglés, hay servicios de asistencia en diferentes idiomas disponibles para usted sin costo. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION: si vous ne parlez pas anglais, des services d'aide linguistique sont mis à votre disposition sans paiement de votre part. Composez le 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION: If you do not speak English, language assistance services are available to you at no cost. Call 1-866-769-3085 (TTY 1-855-742-0123).

 Language Assistance:

## 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](https://www.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.**

**Disclosure of Non-Discrimination:** NH Healthy Families complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NH Healthy Families cumple con las leyes de derechos civiles federales aplicables y no discrimina basándose en la raza, color origen nacional, edad, discapacidad, o sexo. NH Healthy Families est en conformité avec les lois fédérales en matière de droits civils et ne pratique aucune discrimination basée sur la race, la couleur de la peau, l'origine nationale, l'âge ou le sexe.