



*Happy Holidays* from **NH Healthy Families**



## New Mobile App Available!



Stay connected on the go. Download the Health Insurance Portal mobile app to search for care, view your benefits and access your NH Healthy Families member ID card. To get started, search for “Health Insurance Portal”, select “New Hampshire” and use your member portal login or create an account.

## New Care Management Video!

Watch our brief video to learn more about our Care Management program, who qualifies and how to get connected.



Scan the QR code or go to  
[https://youtu.be/U\\_MwmTVlYBw](https://youtu.be/U_MwmTVlYBw)

## Update to Family & Friends Transportation

Starting January 1, 2026, the New Hampshire Department of Health and Human Services (DHHS) is making a change to the Family & Friends Gas Mileage Reimbursement Program. To keep getting money back for your trips, you must register your driver(s) before funds can be sent to you. This helps our partner, MTM (Medical Transportation Management, Inc.), send you the money.

Here's what you need to do:

- Register your driver(s) early so there's no delay in your payments.
- Fill out a form for each person who drives you.
  - The form will be ready very soon and will be available at [www.mtm-inc.net](http://www.mtm-inc.net) and at <https://www.nhhealthyfamilies.com/members/medicaid/resources/handbooks-forms.html> under the Member Forms dropdown.
- Members who are in the program now will be receiving the form in the mail.
- Send a copy of their driver's license with the form.
- Email or fax the form and license copy to MTM.
- If you drive yourself, you must register yourself too.
- Forms must be on file at MTM by January 1st in order for you to receive money.

If you have questions or need help, please contact MTM at **1-888-597-1192**.



## Finding a Provider

We can help you find a provider. You may call Member Services at **1-866-769-3085 (TTY/TDD 1-855-742-0123)** to request a copy of the Provider Directory. The Provider Directory lists network providers. You may also ask Member Services for more information on our network provider, including their qualifications.

You can also see the Provider Directory by visiting or downloading our Find a Provider tool at [nhhealthyfamilies.com](https://nhhealthyfamilies.com), or through the new mobile app available to NH Healthy Families members. This tool will have the most up to date information about the provider network, including information such as name, address, telephone numbers, whether they are accepting new patients, professional qualifications, languages spoken, gender, and specialty.

## Out of Network Care

It is important to know which providers are included in our network. It is your responsibility to make sure that the providers you receive services from are in network with NH Healthy Families. With some exceptions, the plan will only pay for your services if you use network providers required by the plan to get your covered services. The only **exceptions** are emergencies and for **urgently needed services when the network is not available** or when you receive **authorization in advance from the plan** to see an out of network provider.

## Prior Authorization



If you need medical care that New Hampshire Medicaid requires our plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider. Your network PCP will work with NH Healthy Families to obtain a prior authorization for services to be covered with an out-of-network provider.

***It is very important to get an approval in advance before you see any out of network provider. You may have to pay for out-of-network services if you do not get prior authorization for services that are not a covered benefit, such as out-of-network care.***



## Member Advisory Board

Your feedback is important to us. Several times each year we hold Member Advisory Board meetings to hear from members like you. These meetings are held virtually so you can join by phone or computer. If you are interested in joining our Member Advisory Board, please call us or go to our website, [nhhealthyfamilies.com/members/medicaid/resources/advisory-council.html](https://nhhealthyfamilies.com/members/medicaid/resources/advisory-council.html).

# Diabetes and High Cholesterol Screenings

## for Members Taking Anti-psychotic Medications

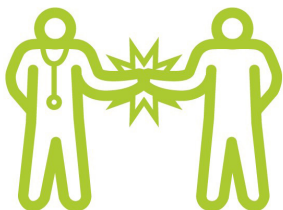
**For our adult members** with Schizophrenia/Bipolar Disorders taking anti-psychotic medications, it's important to talk to your doctor about diabetes and high cholesterol screening tests. With careful monitoring, you and your doctor can prevent these conditions.

**For parents or guardians of children** taking antipsychotic medications we hope your child's medicine is keeping them healthy and productive. But some side effects may include weight gain and high blood sugar. That's why it's important to test their blood sugar and cholesterol (metabolic screening) every year. Call their doctor at to make an appointment today.

## Make Getting Your Wellness Visit Done in 2026 Your New Year's Resolution!

### What is an annual Wellness visit and why does it matter?

An annual Wellness visit is an annual physical appointment where your primary care provider checks your general health. The annual Wellness visit is also commonly known as: annual checkup, annual exam, or yearly physical.



Your annual Wellness visit is not the same as a sick or specialist visit. Even if you regularly visit a specialist for a chronic condition, you will not receive the preventive screenings needed to keep you healthy unless you have your annual Wellness visit.

Here's what happens during your annual Wellness visit:

- Preventive screenings
- Health Risk Assessment (HRA)
  - **Note:** Please complete one HRA submission per member. If there is more than one member in a family to complete the HRA, each family member must have their own HRA submission. Please relaunch the link to the assessment for each member.
- Your provider will perform routine activities and make health recommendations to lower your risk of chronic diseases.
- Your provider may also give you appropriate vaccinations, order bloodwork and schedule or complete preventive screenings

- Annual exams can help increase the chances that your provider catches a disease in the early stages, when it's easier to treat.

For more about Wellness visit activities, including a wellness visit checklist at our website, [nhhealthyfamilies.com/members/medicaid/pcpfc.html](https://nhhealthyfamilies.com/members/medicaid/pcpfc.html).

An annual Wellness visit not only gives you peace of mind; it gives back! Every member who completes an annual Wellness visit is a Health Hero. Health Heroes will receive up to \$70\* in My Health Pays® rewards for completing healthy activities like annual Wellness visits.



### Schedule your annual Wellness visit today!

We are here to help. For questions or to help you schedule your annual wellness visit, call us at **1-866-769-3085 (TDD/TTY: 1-855-742-0123)**, Monday through Wednesday - 8:00 am to 8:00 pm, Thursday and Friday - 8:00 am to 5:00 pm.

\*Earning up to \$70 in My Health Pays® rewards includes: \$30 for completion of the Wellness visit, \$10\*\* for completion of the HRA with your PCP, and up to \$30 for completion of preventive screenings by your PCP.

\*\*The PCP must submit a claim for the HRA completion to qualify for the reward.

# 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** 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.



## **Language Assistance:**

**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)**.

**ATENCIÓN:** 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)**.



**nh healthy families™**



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



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