

GET healthy



In This Issue:

- 1 -

Redetermine
Medicaid
Eligibility

- 2 -

Appointment
Accessibility
Standards

- 2 -

School and out of
Area Coverage

- 2 -

Open Enrollment

- 3 -

Your Benefits
at a Glance

It May be Time to Redetermine Your Medicaid Eligibility

The COVID-19 federal public health emergency providing continuous Medicaid coverage has ended. You have/will receive letters from DHHS including the date by when you must complete your Medicaid redetermination. If you do not complete your Medicaid redetermination by the date in your DHHS yellow letter, you will lose health coverage.

Please note: Be sure to wait until your redetermination month (will be noted on your letter or NH EASY account) to take action.

No longer qualify for Medicaid?

We can help. NH Healthy Families is the only NH health plan offering all three products – Medicaid, Marketplace (Ambetter) and Medicare (Wellcare). If you no longer qualify for Medicaid, we can help with a plan that is right for you:



Marketplace coverage: Ambetter.NHhealthyfamilies.com



Medicare Advantage coverage: Wellcare.com/en/New-Hampshire

If you have questions about, or lose your health insurance coverage, you have options. New Hampshire offers enrollment assistance through NH Navigator programs at no cost to you. Navigators can help with private insurance or Medicaid. To contact an insurance navigator, call 1-877-211-6284 or 800-208-5164.

- First Choice Services: acanavigator.com/nh/home
- Health Market Connect: www.hmcnh.com



Don't forget to check your mail.

Watch for a yellow letter from DHHS.



Ways to complete your redetermination or provide requested information:

1. Online: <https://nheasy.nh.gov>
2. By mail: Centralized Scanning Unit, PO Box 181, Concord, NH 03302.
3. In person: Visit one of DHHS District Offices, locations can be found at <https://www.dhhs.nh.gov/about-dhhs/locations-facilities#locations>

Need help? Visit one of DHHS District Offices in person or contact the DHHS Customer Service Center toll-free at 1-844-ASK-DHHS (1-844-275-3447) and select option #3 or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 8:00 a.m. to 4:00 p.m. ET.



nh healthy families.

2 Executive Park Drive
Bedford, NH 03110

NHhealthyfamilies.com

1-866-769-3085

TDD/TTY: 1-855-742-0123

© 2023 NH Healthy Families.
All rights reserved.
NH Healthy Families is underwritten by
Granite State Health Plan, Inc.

Appointment Accessibility Standards

In order to assist you with understanding the expectations of the medical providers for appointment scheduling, here are the standards that they are expected to follow for the most common types of appointments:

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Transitional care after inpatient stay (medical or behavioral) – PCP, Specialist or CMHC	Within 2 business days of discharge when part of a member’s discharge plan from inpatient care
Transitional care after inpatient stay (medical or behavioral) – Home care	Within 2 calendar days of discharge – must be ordered by PCP, specialty care provider or as part of discharge plan
PCP non-symptomatic office visit	Within 45 calendar days of request
PCP non-urgent, symptomatic visits	Within 10 calendar days of request
PCP or other provider Urgent, symptomatic office visits	Within 48 hours
Mental Health Providers	Care within 6 hours, or direct member to crisis center or ER For a non-life threatening emergency Care within 48 hours for urgent care appointment within 10 business days for a routine office visit
Post Discharge from New Hampshire Hospital	Contact with community mental health center within 48 hours of psychiatric discharge from a New Hampshire Hospital and follow-up appointment to occur within 7 calendar days
Private Hospital Psychiatric Discharge	Follow-up appointment within 7 calendar days
Emergency Providers (medical and behavioral)	Immediately (24 hours a day, 7 days a week) and without prior authorization

Are You Away at School and Wonder if You Have Medicaid Coverage out of the Area?



If you are a Medicaid member and a student, you have coverage options while you are away at school. For non-urgent medical needs, you should always contact your primary care doctor. They may be able to hold a telehealth visit over the telephone to assess your needs, arrange for prescribing medications, or refer you to a doctor near your school. Your PCP would need to obtain a prior authorization for you to see a doctor outside of the NH Healthy Families provider network. If you have urgent medical needs, you should visit your nearest urgent care or emergency room for treatment. Always follow-up with your primary care doctor after you have a visit to an urgent care or emergency room for follow-up care.

It's Open Enrollment!

From September 1 through September 30. For information and how to enroll, visit nheasy.nh.gov. For more information on NH Healthy Families, visit WeGetYouNH.com.





WE GET YOU

MEDICAID COVERAGE WITH BENEFITS THAT HELP YOU LIVE HEALTHIER.



Your Benefits at a Glance

NH Healthy Families offers:

HEALTH EXTRAS AT NO COST TO YOU!

INTEGRATED, COMPREHENSIVE MEDICAID BENEFITS

NH Healthy Families covers all NH Medicaid medical, behavioral health, pharmaceutical and preventive care services. Included in our coverage you will find:



Integrated Care Management Program

Local medical and behavioral health care managers working together for you



Preventive Care Coverage

Screenings, vaccinations, check-ups, well-child visits



Member Services

For help with understanding benefits, finding a provider, local resources, plan an appointment and find transportation for you



Health Coaches

For help with chronic ongoing conditions like asthma, diabetes and more



24/7 Nurse Advice Line

An extension of our team who will answer questions or give you advice when you aren't sure what to do



Transportation

Mileage reimbursed or rides available for covered care and services



myhealthpays Rewards Program**

Earn money for healthy behaviors. You choose how to spend your rewards



MemberConnections

At-home outreach to help you with your medical and social service needs



Start Smart for Your Baby

Pregnancy program for education, support, and myhealthpays** rewards



Healthy Kids Club Program

Educational program with fun activities for members 12 and under



Ready for My Recovery

Care Management education and myhealthpays** rewards for achieving milestones in your recovery from substance misuse



Cigarettes, Smokeless Tobacco or Vaping Cessation Program

Help to quit using cigarettes, e-cigarettes or vaping



ConnectionsPLUS

Complimentary cell phones for those who need them

GATEWAY SERVICES

NH Healthy Families cares about our community. Gateway Services provides social supports to members and communities AT NO COST.



Green-To-Go

Offering fresh fruits and vegetables to communities throughout the state



Vision Van

Bringing vision screenings, prescription glasses and readers to communities in every region in New Hampshire



Self-Care Kits

Essential grooming items in a convenient carrying case for those who need them



No One Eats Alone™

Student-led initiative to increase awareness and address social isolation in schools



Foster Care Comfort-To-Go

Durable duffel bags with personal items for youth transitioning to Foster Care



Bombas Socks

Providing warm, high-quality socks for those who need them

NHhealthyfamilies.com • 1-866-769-3085 • TDD/TTY: 1-855-742-0123



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
- ▶ Your member benefits
- ▶ How to access emergency care and other medical services
- ▶ Your rights and responsibilities
- ▶ How to find a doctor
- ▶ How to file an appeal

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.



nh healthy families.



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



Follow us on Twitter
@NHhealthy



Like us on Facebook
Facebook.com/NHhealthyfamilies

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).

© 2022 NH Healthy Families. All rights reserved. NH Healthy Families is underwritten by Granite State Health Plan, Inc.

23-0054



2 Executive Park Drive
Bedford, NH 03110

nh healthy families™

