

GET healthy

nh healthy families.



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Earn Dollar Rewards: Schedule Your Wellness Visit Today!

**Prevention is the key to living a healthy life—
unlock it with your annual Wellness Visit!**

Your yearly check-up helps catch issues early, keeps you feeling your best, and earns you **\$40** in My Health Pays® rewards. You will also be entered in a monthly drawing to win a **\$50* Gift Card** from Walmart!

What's Included:

- Health Risk Assessment
- Routine checks & screenings
- Vaccinations & referrals

Need help scheduling your Wellness visit?

Call Member Services at **1-866-769-3085 (TDD/TTY:
1-855-742-0123)**.

Watch our new Yearly Wellness Visit video! Scan the QR code or go to https://youtu.be/U_MwmTVLYBw.



*Some restrictions and limitations apply. Each member can earn up to \$250 for certain cash and non-cash goods and services through June 30 each year. Rewards for preventive screenings and services do not apply to the \$250 maximum.

NEMT Transportation Mileage Limitations

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.

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. For more information contact Member Services at **1-866-769-3085 (TDD/TTY:
1-855-742-0123)**.

More information will be sent to you soon with further details on approvals, denials and how to find care closer to home.





Participate in the HRA Challenge!



Be a Health Hero by participating in the HRA Challenge by completing your yearly Health Risk Assessment.

Doing a Health Risk Assessment (HRA) is quick and easy—and it can help you stay healthy! Here are four simple ways to do it:

1. Ask your doctor to help you fill out an HRA at your next check-up.
2. Download the HRA form from our website and bring it to your next visit.
3. Use the form in your welcome packet—just fill it out and mail it back.
4. Fill out the HRA online through our website or your online account, and we'll send it to your doctor.

! To make sure everyone's information is correct, please complete one HRA for each person. If more than one person in a family needs an HRA, for each family member:

- Open the HRA link again
- Log in to that person's secure portal with their ID number
- Complete and submit the HRA for that individual

Thank you for helping us keep everyone's information accurate!

Completing your Health Risk Assessment (HRA) can really help your health. If you talk about it with your doctor during your check-up and make a plan of care together, you can also earn a **\$10 My Health Pays®** reward!

Members who complete their HRA will be entered into a monthly raffle for **\$100***



Amazon® gift card. If you've already completed your HRA, you're automatically entered for the next drawing. Winners will be notified by email.

If you need help completing your HRA, contact Member Services at 1-866-769-3085 (TDD/TTY: 1-855-742-0123) today!

*Some restrictions and limitations apply. Each member can earn up to \$250 for certain cash and non-cash goods and services through June 30 each year. Rewards for preventive screenings and services do not apply to the \$250 maximum.

It May be Time to Renew Your Medicaid Eligibility

You may have or will receive a letter from the Department of Health and Human Services explaining how to verify your eligibility, including the date by when you must complete your Medicaid renewal. If you do not complete your Medicaid renewal by the date in your letter, you will lose health coverage. Your renewal month (will be noted on your letter or NH EASY account).

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**.

- NH Navigator; **1-877-211-NAVI** or **(603) 931-3858**; <https://acanavigator.com/nh/home>.

Any questions?

Visit us at NHhealthyfamilies.com or call 1-866-769-3085 (TDD/TTY: 1-855-742-0123) today.

Remember: 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 Community Resources Link



NH Care Connections, established by NH Department of Health and Human Services and the NH Department of Military Affairs and Veterans Services have teamed up with UniteUs to provide you with enhanced community resources. Find providers that offer services such as healthcare, housing, employment, food assistance and more!

Find the link the top of our website homepage or visit <https://nhcareconnections.resources.uniteus.io/search?locale=en>.

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.

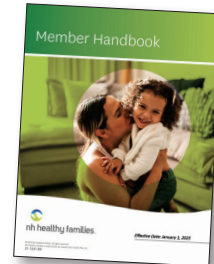
Your rights include, but are not limited to:

- 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 135) of your member handbook or visit nhhealthyfamilies.com/members/medicaid/resources/member-rights.html.



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 155) of your Member Handbook or visit nhhealthyfamilies.com/members/medicaid/resources/member-disenrollment-rights.html.

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.



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**).



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