



It's Open Enrollment - Time to Choose a Health Plan for You and Your Family!

Medicaid Open Enrollment is active from August 1 – 31, 2025.



If you are a NH Healthy Families member and you would like to stay with us, you do not have to take any action. You will automatically be renewed as a NH Healthy Families member.

Your Benefits at a Glance

At NH Healthy Families, we are committed to providing integrated Medicaid coverage to our members, including:

-  Preventive Care Coverage for medical and behavioral health
-  Integrated Care Management programs
-  Health Coaches
-  24/7 Nurse Line
-  Transportation to covered medical appointments
-  And a dedicated, experienced Member Services team to help you.

NH Healthy Families also offers more than 15 extras for you and your family, at no cost to you. Some of those extras include programs like:

-  Member connections at home outreach
-  Start Smart for your Baby



Enhanced non-medical transportation



My Health Pays® rewards program* and more!

*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.

Use Family and Friends Transportation First!



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 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



Why NH Healthy Families

We know you have a choice of Health plans for you and your family. We also want you to know what sets NH Healthy Families apart.

NH Healthy Families offer several innovative Behavioral Health programs that focus on prevention, intervention and recovery with opportunities to earn My Health Pays® rewards dollars*.



Our Youth platform offers a variety of education, fun events and opportunities to earn for members from birth to seventeen.



We work closely with health providers and social service agencies to bring Nutrition and Food Security to our members and the community.



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Be a Health Hero By Taking charge of Your Healthcare

Care Management at NH Healthy Families

Do you qualify for extra support through our exclusive Care Management program?

NH Healthy Families' team of clinical experts are standing by to get you the right care at the right time. Care Management is your advocate for medical and behavioral health. Whether your healthcare needs are chronic or acute, the NH Healthy Families clinical team will provide you with that extra level of support to help you stay as healthy as you can be. Signing on to Care Management is easy – just reach out to us at **1-866-769-3085** or by email to: NHHFCAREMANAGEMENT@centene.com. The first step is determining if you qualify.

CHECKLIST

(If you check one or more of these boxes, you may qualify for NH Healthy Families' Care Management program).

- | | |
|---|--|
| <input type="checkbox"/> I have diabetes | <input type="checkbox"/> I have substance use disorder |
| <input type="checkbox"/> I have a heart condition | <input type="checkbox"/> I need assistance from housing services |
| <input type="checkbox"/> I have asthma | <input type="checkbox"/> I am transitioning from Foster Care |
| <input type="checkbox"/> I have a health condition and I just became pregnant | <input type="checkbox"/> I need help coordinating my care |
| <input type="checkbox"/> I have a health condition and I just had a baby | |



**Contact
us today for more
information about
NH Healthy Families
Care Management:
1-866-769-3085**

Email:
NHHFCAREMANAGEMENT@centene.com



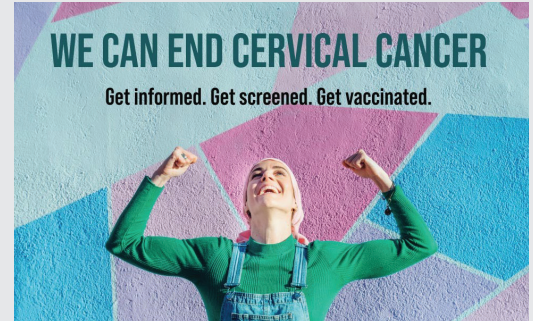
Prevention Reminders

Regular annual wellness visits, preventive screenings and vaccinations are the foundation of good health. Be sure to speak to your primary care physician (PCP) about appropriate screenings and earn dollar rewards* for some routine activities.



Complete Your Wellness Visit: Wellness visits are your annual check-up with your PCP. During your annual check up, you should complete your Health Risk Assessment (HRA), and get your vaccinations and screenings.

Spotlight on Cervical Cancer Screening: If you are a woman aged 21-64, a cervical cancer screening every three years is recommended. The screening is a Pap test. It's a quick test, taking less than 30 minutes, and can save your life. Early detection greatly improves treatment success.



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Hey Kids! Broose the Moose is Loose – Can you find him?

Join us in the community July – October to find Broose and a chance to win prizes! If you come to an event, be sure to let us know you are a NH Healthy Families member, receive a special gift!



Upcoming Events

We are adding events every week, so check the NH Healthy Families Facebook page [Facebook.com/NHhealthyfamilies](https://www.facebook.com/NHhealthyfamilies) often for details.

JULY

- 7/20 NH Motor Speedway Truck Race, Loudon
- 7/24 Green 2 Go, Epsom

AUGUST

- 8/2 – 8/3: Belknap 4H Fair, Belmont
- 8/5: Green 2 Go, Berlin
- 8/8: Base Hits for Kids event at Fisher Cats Stadium, Manchester (Fungo pop star night)
- 8/19: Member Movie Night, Hooksett
- 8/23: Back to School event, Nashua

SEPTEMBER

- 9/5-9/7: Hillsborough County Agricultural fair, Hillsborough



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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