

Medicaid Open Enrollment is August 1-31, 2026 - Time to Choose a Health Plan for You and Your Family!

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.

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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ATTENTION GRANITE ADVANTAGE MEDICAID MEMBERS:



Two Big Changes are Coming January 1, 2027

1. Community Engagement

- Some Granite Advantage Medicaid members may need to complete **80 hours a month** of work, school, or helping in your community.
- Some people do not need to do this, like if you are sick, pregnant, or caring for young children.
- Check if the rule applies to you at **Stay Covered New Hampshire** (<https://www.dhhs.nh.gov/programs-services/stay-covered-new-hampshire>).

2. 6-Month Medicaid Renewals

You will need to renew your eligibility every 6 months. The state will send you a letter when it is your time to renew. Here's what you should do:

- Watch your mail for a letter from the state with instructions.
- Renew online at **nheasy.nh.gov**, by phone at **1-844-275-3447 (TDD: 1-800-735-2964)**, or in person at your local office.
- Respond right away if the state asks for more information.
- If you do not renew during the timeframe that the state asks you to in your letter, you could lose your Medicaid coverage.



nheasy.nh.gov

WHAT YOU CAN DO NOW:

1. **Make sure your contact info is correct.**
2. **Learn about the new rules.**
3. **Make a plan to meet the hours if needed.**
4. **Call us if you need help. We are here for you every step of the way!**



Stay Covered
New Hampshire

Questions?

Call NH Healthy Families Member Services **1-866-769-3085 (TDD/TTY: 1-855-742-0123)** for questions about these changes.

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!

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

Join us in the community July - August 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 all the time, so check the NH Healthy Families Facebook page, Facebook.com/NHhealthyfamilies and our Instagram page, Instagram.com/nhhealthyfamilies/?hl=en often for details.



AUGUST

- 8/4:** Families In Transition (FIT) Soup Kitchen Table, Manchester
- 8/5:** Green to Go! Concord Hospital, Laconia Location
- 8/8:** Fisher Cats Star Wars Night, Manchester
- 8/15:** Littleton Community Baby Shower, Remich Park Pavilion, Littleton
- 8/20:** CelebratED - Back to School Event, Manchester
- 8/30:** Fisher Cats Princess Night, Manchester





nh healthy families™

2 Executive Park Drive
Bedford, NH 03110



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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instagram.com/nhhealthyfamilies

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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://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.

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