



PARTNERSHIP IN PRACTICE



MARKETPLACE OPEN ENROLLMENT — IS HERE! —

VOL. 9, NO. 2 - FALL 2024

Marketplace Open Enrollment is November 1, 2024 – January 15, 2025

(Members must sign up by December 15, 2024 for a January 1, 2025 plan).



Experience, Affordability, Extras

Marketplace Open Enrollment is here – Make your choice by January 15!



Why Ambetter from NH Healthy Families ...

✓ Experience

- Ambetter is the **#1 Marketplace product** in the US*
- **Providing local, affordable healthcare** to the Granite state since 2013

💰 Affordability

- **Lowest priced Gold level plan** in the NH Marketplace**
- **Price competitive** on every product level – Gold, Silver, Bronze

👍 Extras

- **My Health Pays®** program*** rewards you for being active in your own health
- **Member Perks Program** offers healthy discounts to help you be well and stay well
- Invitation to **member and community events** throughout the year, like Member Movie Nights, Green to Go mobile food pantry, Thanksgiving turkey giveaways



Scan the QR code to sign up today! enroll.ambetterhealth.com
Learn more about Ambetter from NH Healthy Families
ambetter.nhhealthyfamilies.com

The benefits, rates and costs listed in these advertisements are illustrative and are based on a specific household size, specific age, smoker status, and in a specific Ambetter coverage area. No person should send money to an issuer of Ambetter Health Insurance in response to this national advertisement. Likewise, no person can obtain coverage under Ambetter Health Insurance until an application for coverage is completed. It should be noted that Ambetter Health Insurance policies have exclusions, limitations, reduction of benefits, and terms under which the policy may be continued in force or discontinued. Ambetter Health Insurance policies also contain provisions relating to renewability, cancellability, and termination, and may include provisions for modification of benefits, losses covered or premiums because of age or for other reasons. For costs and complete details of coverage, call or write your insurance producer or the company, whichever is applicable. Additional information is available in the Evidence of Coverage, please visit Ambetter.NHhealthyfamilies.com.

*Statistical claims and the #1 Marketplace insurance statement are in reference to national on-exchange marketplace membership and based on national Ambetter Health data in conjunction with findings from 2024 Rate Review data from CMS, 2024 State-Level Public Use File from CMS, state insurance regulatory filings and public financial filings.

**Based on 2025 New Hampshire full-priced Gold metal level health plans listed on www.healthcare.gov.

***Healthcare-related costs will vary by member and the plan in which you are enrolled. Funds expire immediately upon termination of insurance coverage. My Health Pays® rewards cannot be used for pharmacy copays.

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Meet our New Provider Engagement Team Members!



Shaunna Hafford

Shaunna Hafford, Provider Engagement Administrator I, has been with Centene for three years, previously serving the Wellcare of Vermont population. Her background includes over ten years in medical billing and coding, financial counseling, and

patient advocacy. She is a passionate supporter of preventative care to promote positive health outcomes.



Jack McCarthy

Jack McCarthy, Provider Engagement Administrator I, is a new hire to the organization as of September. He has 8 years of experience on both the payer and provider side of medical billing and provider engagement. Jack's main goal is to collaborate with

his co-workers and to build positive relationships with providers.

We're Recruiting for the NH Healthy Families Provider Advisory Board!

What: Collaborative meeting to engage with stakeholders, advance strategic goals and navigate rapidly changing environment with insights and strategies

When: We meet Quarterly on the second Tuesday of the month 5:30-6:30pm

Who: All are welcome. Providers and/or a representative(s)

Please contact Renee Allen, Provider Engagement Supervisor at Renee.Allen@Centene.com



We hope to hear from you!

Fluvention is a Win-Win!

There's always time! Administering the flu vaccine is fast and easy.

There are many advantages to promoting flu prevention:

- **Healthier patients.**
- **Decreased severity of illness for those who do get sick.**
- **Reduced community spread.**

Please counsel your patients about any/all vaccines they might need (tetanus (Td/Tdap), pneumonia, zoster for older adults and adults living with a chronic condition.

Remember, you are essential in stopping the flu! Strongly recommend the flu vaccine to all of your patients!



Source: "Make a Strong Influenza Vaccine Recommendation," CDC https://www.cdc.gov/flu/hcp/vax-summary/flu-vaccine-recommendation.html?CDC_AAref_Val=https://www.cdc.gov/flu/professionals/vaccination/flu-vaccine-recommendation.htm.



Preventative care with regular health checkups is beneficial to your patients.

Consider developing a personalized prevention plan to help them on their healthcare journey.

Ambetter members can be seen at least once per calendar year for preventative care exams.

Note: Healthy infants should be seen by their doctor often during the first year of life.

	Exam Components	Some topics to cover during the exam
Age 0-2 (preventive care at: 2-3 days after coming home and then: 1 month old 2 months old 4 months old 6 months old 9 months old)	<ul style="list-style-type: none"> ■ Measure head circumference ■ Length/height, weight, BMI ■ Age-appropriate exam 	<ul style="list-style-type: none"> ✓ Development progress ✓ Newborn screenings ✓ Hearing issues ✓ Vision Problems ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable
Age 3-10	<ul style="list-style-type: none"> ■ Annual Exam ■ Height, weight, BMI ■ Blood pressure ■ Age-appropriate exam and history ■ Dental, vision and hearing screenings ■ Medication Reconciliation 	<ul style="list-style-type: none"> ✓ Dental Care ✓ Obesity ✓ Development/Behavioral screening ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable
Age 11-19	<ul style="list-style-type: none"> ■ Annual Exam ■ Height, weight, BMI ■ Blood pressure ■ Age-appropriate exam and history ■ Dental, vision and hearing screenings ■ Obesity Screening ■ Medication Reconciliation 	<ul style="list-style-type: none"> ✓ Diet and physical activity ✓ Domestic violence/abuse screening ✓ Anxiety/Depression screening ✓ Alcohol, Tobacco and drug use ✓ Sexual Health (contraception and STDs) ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable
Age 20-49	<ul style="list-style-type: none"> ■ Annual Exam ■ Height, weight, BMI, ■ Blood pressure/Hypertension Screening ■ Cardiovascular screening ■ Cancer Screenings (skin, colon, breast, cervical etc.) ■ Diabetes Screening ■ Obesity Screening ■ Medication Reconciliation 	<ul style="list-style-type: none"> ✓ Diet and physical activity ✓ Domestic violence/abuse screening ✓ Anxiety/Depression screening ✓ Alcohol, Tobacco and drug use ✓ Gynecological health referral ✓ Sexual Health (contraception and STDs) ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable



The Value of Our Pharmacy Programs



nh healthy families™

Enhancing Medication Adherence and Health Outcomes Across New Hampshire



Our Commitment to Value

At NH Healthy Families, we are dedicated to advancing health outcomes through innovative clinical pharmacy programs. We focus on overcoming the unique challenges our members face, ensuring the safe and effective use of prescription medications. Our proactive strategies are designed to optimize treatment and significantly enhance overall health.

Proven Impact

Our robust pharmacy programs have delivered a remarkable 21% reduction in total care costs across New Hampshire. By integrating cutting-edge solutions and providing personalized support, we are driving improved health outcomes and greater financial efficiency for our members. (Note: For 2023 and partial Q1 2024, this total cost of care includes medical costs, both in-patient and out-patient, as well as pharmacy costs.)



COMPREHENSIVE CLINICAL PROGRAMS

✓ Medication Therapy Management (MTM)

We ensure optimal medication regimens by reviewing therapy duration, adherence, and high-risk medications. Clinical Pharmacists conduct Comprehensive Medication Reviews (CMRs) or Targeted Medication Reviews (TMRs) to assess all medications and related conditions.

Members Managed: 2023: 2,358 / YTD 2024: 2,503



While doing a full review of medications, a member told our MTM pharmacist that he has been out of his medication. Our pharmacist initiated a three-way call with the new specialty pharmacy from which the member was trying to obtain his medication. The specialty pharmacist stated that the medication was not covered and had to be forwarded to another pharmacy. The MTM pharmacist contacted the pharmacy the prescription was transferred to and reached out to the provider to request that the prescription be resent.

The pharmacy did not have the prescription when we followed up the next day. The MTM pharmacist made multiple follow-up calls to the provider and the pharmacies for the next three days and monitored claims to see if the prescription processed. Ultimately, the prescription was filled at the original specialty pharmacy and the member expressed gratitude and relief for the care coordination with his pharmacy and provider.

Continued

✓ **Retrospective Drug Utilization Review (RDUR)**

This program addresses issues like therapeutic duplication, deprescribing, and drug interactions. Pharmacists proactively resolve these problems by contacting prescribers.

Members Managed: 2023: 13,166 / YTD 2024: 7,346



Identified a member on high-dose opioids from a non-specialist. After outreach, the dose was tapered to a safer level, supporting HEDIS Quality Measure HDO (Use of Opioids at High Dosage).

✓ **High-Utilizer Program**

We focus on members using 10 or more unique maintenance medications. Pharmacists identify and address drug therapy problems, such as therapy gaps and duplications, to reduce overall medication use.



Identified a member with multiple strengths of the same blood pressure medication and duplicate heartburn/GERD therapies. Outreach resolved these duplications, preventing potential health issues.

✓ **Pediatric Antipsychotic Utilization Program**

We review medication regimens for pediatric members under 10 on antipsychotic medications to detect and address potential drug therapy problems. Recommendations are provided through provider outreach. Members with autism are excluded.



Identified inappropriate duplicate ADHD medications in a young member. After outreach, one medication was discontinued, reducing the risk of side effects.

✓ **Oncology Management Program**

We streamline administrative processes for providers and collaborate with Evolent Specialty Services (ESS) to enhance oncology care. ESS connects prescribers with oncology specialists to support effective treatment regimens.

Members Managed: 2023: 550 / Total Clinical Interventions 2023: 73

Clinical interventions are performed to ensure members are receiving the most appropriate care for their condition. The success story below is one example of when a clinical intervention occurred.



A member presented with recurrent metastatic pancreatic cancer who underwent a Whipple's procedure. Member needed medication to prevent nausea associated with the chemotherapy. Clinical staff at Evolent Specialty Solutions prevented a denial of non-preferred medication by outreaching the prescribing provider to switch to a preferred option. This action allowed the member quick access to needed medication.

Partner with us to experience the benefits of our advanced pharmacy programs and drive better health outcomes for your members.

Coming Soon – Availity!

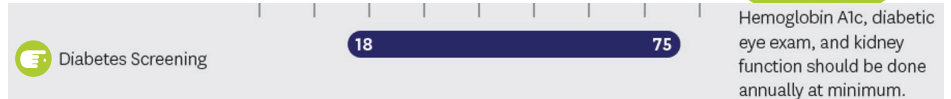


Availity: Revenue Cycle Management Healthcare Solutions. A healthcare network that links providers, health plans, and technology partners to enable real-time information sharing. NH Healthy Families and Ambetter from NH Healthy Families has chosen Availity Essentials as its new, secure provider portal. Starting in 2025 you can validate eligibility and benefits, submit claims, check claim status, submit authorizations, and access NH Healthy Families and Ambetter from NH Healthy Families payer resources via Availity Essentials. We'll keep you updated as we approach the launch!

Reminder: Diabetes Screening

Annual screenings for people living with diabetes are critical to patients' health.

- Hemoglobin A1c
- Blood pressure check
- Annual eye exam (retinopathy)
- Kidney function



UPDATE Corner



Call NH Healthy Families Provider Services at **1-866-769-3085** if you have any questions or concerns about these changes.



Pharmacy Updates:

Visit NHhealthyfamilies.com for the latest changes to our Pharmaceutical Policies and Formulary that may affect your patients.

If you have any questions, call Provider Services at **1-866-769-3085** and ask for the Pharmacy team.



Provider Updates:

You can find the complete list of Provider Update Notifications at NHhealthyfamilies.com under "Provider News"

- [Pharmacy Policy Update Effective January 1, 2025](#)
- [Durable Medical Equipment \(DME\) Manual Pricing Payment Policy Effective January 1, 2025](#)
- [New Prior Authorization Fax Number Effective October 1, 2024](#)

Thank you for your continued support of our members and being a partner in our network.

NH Healthy Families PROVIDER SERVICES: **1-866-769-3085**, Monday to Friday 8 a.m. to 5 p.m.
Ambetter from NH Healthy Families: **1-844-265-1278**

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