

Ambetter Open Enrollment will run from November 1, 2025 – January 15, 2026

IMPORTANT POLICY CHANGES:

Your patient's insurance costs could increase due to changing government support.

The tax credits that help lower monthly premiums will be reduced in 2026. This year more than ever, it's important for your patients to update their enrollment application and income to ensure they get the most financial assistance available to them.

TYPES OF INCOME VERIFICATION DOCUMENTS

Document types accepted by the government include:

- 1040 Federal or State Tax Return
- Wages and Tax Statement
- Pay Stub
- Self-Employment Ledger Documentation
- Social Security Administration Statements
- Unemployment Benefits Letter
- "Written Explanation Form."

You can find a full list of documents here:

<https://www.healthcare.gov/verify-information/documents-and-deadlines/>

Your patients can log into their Online Member Account beginning November 1st to review plan details at <https://www.ambetterhealth.com/en/nh/>. Call us at **1-844-265-1278 (TTY 1-855-742-0123)** if help is needed.

Ambetter from NH Healthy Families in the Community

We are arranging Open Enrollment tables throughout the month of November. If you would like to host an open enrollment information table, please contact your Ambetter from NH Healthy Families Provider Engagement Account Manager to schedule.

If you would like to know more about our other community events, contact Claudia.M.Brooks@Centene.com.

- **10/28** Halloween Night, Fisher Cats Stadium
- **10/30** Green to Go, Health First, Laconia
- **11/7** Caregiver Conference
- **11/8** NH Healthy Families Community Baby Shower
- **11/8** VetFest
- **11/18** Member Movie Night
- **11/ 20-11/21** Turkey Drive Green to Go
- **12/8** Behavioral Health Conference
- **12/9** Behavioral Health Conference



CHANGING HEALTHCARE FOR THE BETTER



OUR NETWORK ENABLES OUR MISSION.

We hold a simple but essential point of view: health insurance can be better. We set out to increase access to care and build a better experience for patients and healthcare professionals. It's a goal we'll never stop pursuing. At Ambetter Health, we're focused on breaking down barriers to getting and providing exceptional care. And it starts with providing real benefits for healthcare professionals and the patients you serve.



How We Support Healthcare Professionals

VALUE THAT BECOMES VISITS

We offer comprehensive, low- to no-cost plans and financially reward healthy behaviors, so healthcare professionals get more engaged patients and increased visits for preventive care.

NEW PATIENT POTENTIAL

Ambetter Health is the #1 marketplace health insurance with 5.4 million members, many of whom are below the poverty line. That means purpose and potential for your practice.

FAST & ACCURATE CLAIMS

Nearly all claims—over 99%—are settled and paid within a month.

COMMITMENT TO CARE

We support you in making care easier to deliver, and we're committed to building a better experience for you and your patients.

LESS TO COLLECT

Plans with reduced financial responsibility for patients means less for you to collect at the time of service.

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Why Ambetter?



FROM |  **nh healthy families.**



Rewards and Perks — Most robust rewards and perks program for Marketplace members in NH; combining financial rewards with everyday discounts and convenient advice for members when they need it.



Highest dollar rewards program: Members can earn up to \$500 in **My Health Pays®** rewards each year, and they can choose how to spend their dollars.



Unlimited savings for everyday expenses: Exclusive discount coupons for health, home, auto and more with **Ambetter Perks**.



The Marketplace insurer in NH offering the most **\$0 Telehealth copay** options to members. (HSA and CMS standard plans excluded)



Wide range of plans including \$0 deductible and HSA-compatible



Our members can count on our extensive network — not only those who reside in Hillsborough and Rockingham counties, but all regions of NH.



Ambetter has been a New Hampshire Marketplace insurer for the **past decade**.



Ambetter is the **#1 Marketplace insurer** in the U.S.



NH Healthy Families is among the highest Quality rated health plans with 4 out of 5 STARS, providing better member experiences, enhanced benefits and perks, and higher quality care.



Adult dental and vision coverage upgrade options on all plans.



Extensive Community Engagement program supporting the social drivers of health for members and communities in every region of NH.

Please contact us with any questions.

Ambetter.NHhealthyfamilies.com

1-844-265-1278 (TTY/TDD 1-855-742-0123)

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Community Re-Entry (CRE) Programs



NH Healthy Families is proud to offer Community Re-Entry programs that support both adults and youth as they transition from correctional settings back into their communities. The Adult Community Re-Entry program delivers targeted health care services during the 45 days prior to release from state correctional facilities. For youth, the Youth Re-Entry program provides Early and Periodic Screening, Diagnostic, and Testing (EPSDT) services to Medicaid-eligible individuals up to age 21—starting 30 days before and continuing 30 days after their release from the Sununu Youth Services Center. These services are also extended to former foster youth up to age 26. Both programs include robust care management through NH Healthy Families' Care Management Program. Since its launch, the initiative has supported over 30 members in their journey back to community life.

DHHS Preferred Drug List and Pharmacy Copay Changes



NH Healthy Families, in compliance with NH Medicaid guidance, has updated our preferred drug list for targeted medications which will require utilization of the brand name agent over the generic formulation as of October 1st, 2025. Additional agents will be reviewed for potential change on a quarterly basis.

Additionally, the Medicaid program will undergo a change in the pharmacy copay structure. On October 20th, 2025, pharmacy copays will change from \$1.00 to \$4.00 for those Members and Medications which are not exempt from copays. Please reach out to NH Healthy Families if there are any questions related to these changes.

Provider Trainings Available

NH Healthy Families and Ambetter Upcoming Behavioral Health Provider

Training: Our free provider training program supports ongoing education and integrated care. Courses may offer CE credits or certificates to meet licensing needs. New training is added regularly. Please check out our updated catalog https://attendee.gototraining.com/2c781/catalog/8319131840426621184?tz=America/New_York.

Availity Training Resources Update: Providers can access a variety of training resources directly through the Help & Training section on the top navigation bar of the Availity Portal. This includes a library of recorded webinars covering essential topics such as registration, claims, eligibility, and more. Upcoming Training sessions are typically communicated directly to provider groups via Availity. If you're unsure of your access and need assistance, please reach out to your Provider Engagement Account Manager.



HEDIS Spotlight 1: Use of Imaging Studies for Low Back Pain (LBP)

Measure overview: Members 18–75 with a principal diagnosis of low back pain who do not receive an imaging study (plain X-ray, MRI, or CT) within 28 days of diagnosis are counted as compliant. A higher rate reflects appropriate management of uncomplicated lower back pain.

Why It Matters

For new, uncomplicated lower back pain, early imaging rarely changes care and can trigger unnecessary follow-up tests and procedures, adding cost without improving recovery. The preferred approach is a period of conservative care, reserving imaging for patients with warning signs.

2025 note: NCQA updated clinical recommendation statements and added organ/bone marrow transplant history is now part of the exclusion set. Be sure these conditions are coded so affected members are removed from the denominator.

Red-flag Exclusions (code so they count)

Order imaging promptly when clinically indicated and document/capture codes so exclusions apply in HEDIS:

- Cancer, HIV; major organ/bone marrow transplant (history).
- Neurologic impairment, spinal infection, IV drug use.
- Recent trauma.
- Prolonged oral corticosteroid use.
- Hospice during the MY.

(Refer to the NH Healthy Families 2025 QRG for exact look-back windows and value sets.)

Practical Compliance Tips

- Begin with conservative care for the first 28 days when no red flags are present: keep patients active, encourage stretching and heat/ice, and consider OTC analgesics when appropriate.
- Refer to physical therapy when clinically useful (e.g., early guided exercise and education).
- Assess contributing factors (depression, anxiety, opioid dependence, psychosocial stressors) and address as part of the plan.

• Documentation language examples:

- **Assessment:** Acute, uncomplicated low back pain; no red flags on history or neurologic exam.
- **Plan:** Continue activity as tolerated; heat/ice; OTC analgesic if appropriate; home exercise program; physical therapy referral. Imaging deferred; will reassess if red flags emerge or symptoms persist/worsen.

- **Data quality and completeness:** Use complete value-set codes and submit claims/encounters promptly so eligible visits and any valid exclusions are captured.

Provider Action

Review imaging protocols, add a red-flag checklist to visit templates, and keep conservative-care order sets easy to access. Ensure diagnoses and valid exclusions are coded so necessary imaging does not negatively affect your LBP rate.

Help Improve Health Outcomes – and Reward Families for Taking Action!

We're launching two new member raffles to increase compliance with certain screenings. The first, diabetes screening for individuals diagnosed with schizophrenia or bipolar disorder who are prescribed antipsychotic medications. The second, annual cholesterol and blood sugar testing for children prescribed antipsychotic medications.

Members who fall in the categories above and complete their screenings between October and December will be entered to win a \$50* Amazon® gift card!



*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.

HEDIS Spotlight 2: Chlamydia Screening (CHL)

Measure overview: Percentage of members 16–24 who were recommended for routine chlamydia screening, were identified as sexually active, and had ≥1 chlamydia test during the measurement year.

Why It Matters

Chlamydia is common and often has no symptoms. Routine annual screening helps catch infections early, reduces the risk of pelvic inflammatory disease and infertility, and improves overall reproductive health outcomes.

Who Counts in the Denominator

Members are identified as sexually active via pharmacy data (e.g., dispensed contraceptives) and/or claims/encounters indicating sexual activity, pregnancy, STI services/diagnoses. (Chart-only notes don't place a member in the denominator; make sure appropriate codes appear on claims.)

Practical Compliance Tips

- Make it routine: Order annual screening for all sexually active patients ages 16–24.
- Use common visit types: Add screening to well-

child, well-woman, birth control, and STI-related visits so opportunities aren't missed.

- Offer easy testing options: Let patients know screening can be done with a urine sample; keep swabs accessible alongside Pap or pregnancy testing supplies.
- Protect privacy: When appropriate, meet with teens and young adults one-on-one to encourage open discussion.
- Standardize in the EMR: Include CHL in your health-maintenance rules, routine lab panels for ages 16–24, and standing orders for support staff.
- Data quality and completeness: Document sexual activity status in the note and submit the applicable codes promptly so eligible members appear in the denominator and the completed test is captured in the numerator.

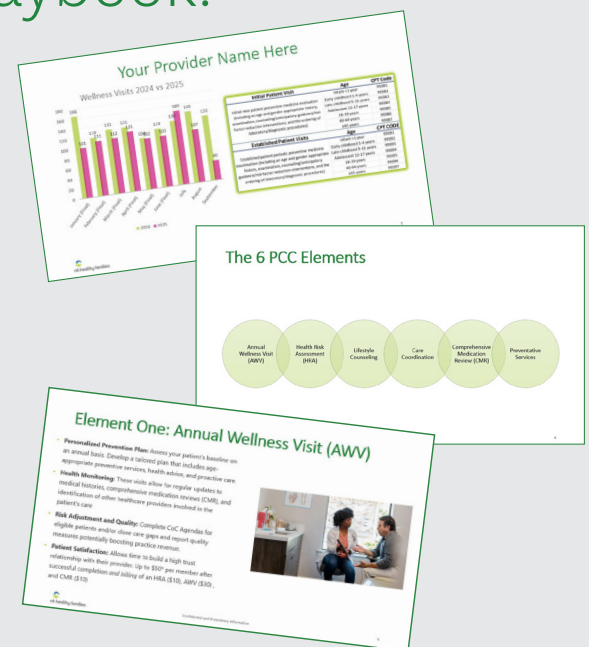
Provider Action

Embed CHL screening in everyday workflows for ages 16–24, via EMR alerts, standing orders, and routine lab sets. Keep testing supplies easy to reach, ensure private counseling time when needed, and send claims/encounters without delay so screenings count toward your HEDIS rate.

Primary Care Connect (PCC) Playbook!

The Primary Care Connect (PCC) Program supports the Primary Care and Prevention Focused Care Model (PCPFM) and to help be successful, we have developed our new Provider Playbook. Available upon request, this guide offers a visual overview of each provider's status in terms of adoption, compliance gaps, performance efforts, and financial opportunities. Designed to strengthen preventive care and recover missed revenue, the playbooks focus particularly on Health Risk Assessments (HRAs) that were not billed during Annual Wellness Visits (AWVs). Grounded in the Primary Care and Prevention Focused Care Model (PCPFM), the playbook highlights six core elements that guide provider engagement and performance improvement.

Connect with your Provider Engagement Account Manager (PEAM) to request a playbook for a personalized performance review and implementation support.

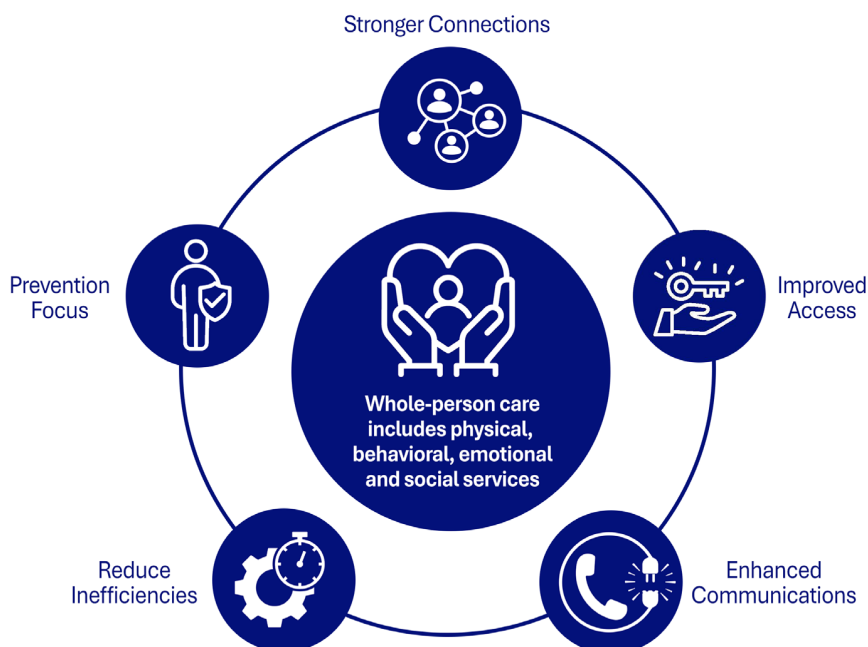


New Hampshire Care Connections

We are a network of health care and human services providers and community-based organizations supporting individuals and families' needs in real-time by:

- Making it easier to connect people to the services they need.
- Protecting people's confidentiality and privacy as they navigate the healthcare system.
- Ensuring effective follow up care and best health outcomes.

How NH Care Connections Benefits People and Communities



- **Stronger connections** to supports and services to ensure better care and improve people's long-term health.
- **Improved access** to care and services by creating more pathways and warm handoffs to care.
- **Enhanced communications** and collaboration throughout the patient experience to ensure better outcomes.
- **Reduce inefficiencies** by leveraging new technologies to coordinate care and reduce overlaps and wait times.
- A focus on **prevention** creates stronger upstream relationships by connecting people to the supports they need to maintain optimal well-being.



Department of
**HEALTH &
HUMAN SERVICES**



DEPARTMENT OF
**Military Affairs and
Veterans Services**

Use Family and Friends Transportation First!

**EASIEST
OPTION!**



Gas, parking and tolls can be reimbursed by Medical Transportation Management, Inc. (MTM), if a member needs transportation help getting to the medical and behavioral health appointments that we cover. They can use this option if they have a car, or when a friend or family member with a car can drive them.



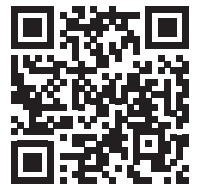
- The member needs to call MTM at **1-888-597-1192**, go online at mtm.mtmlink.net or use the **MTM Link Member app** before their appointment and schedule their reimbursement trip
- They will receive a **Focus Card™** in the mail (if first time using Family and Friends option)
- They need a Trip Log to track their travel: www.mtm-inc.net/mileage-reimbursement



New Care Management Medicaid Member Video!

Continuing our video vignettes series, this time focusing on our Care Management program and how a member qualifies. The video series was created to help our members understand how to make to most of their coverage and earn dollar rewards at the same time. Empowering them to become Health Heroes by taking charge of their own health!

<https://www.nhhealthyfamilies.com/members/medicaid/pcpfc.html>



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"

- [Amazon Gift Card Raffle for New Medicaid Members Completing Required Diabetes Screening](#)
- [Adult Medical Day Care Clinical Policy Effective December 1, 2025](#)
- [Prior Authorization Update for Evolent Effective December 1, 2025](#)

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**

Like us on Facebook to stay in touch with initiatives and happenings around the state. #NHhealthy





FOR IMMEDIATE RELEASE

October 23, 2025

Contact:

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NH Healthy Families Earns a 4.0 out of 5 Stars for Quality, Rated Top NH Medicaid Health Plan by NCQA

Bedford, NH – NH Healthy Families, a New Hampshire-based health plan serving members and beneficiaries in the state Medicaid program is pleased to announce that it was awarded a rating of 4.0 out of a possible 5 STARS from the [National Committee for Quality Assurance \(NCQA\)](#), for NCQA’s Health Insurance Plan Ratings 2025: Medicaid. NCQA is the national authority in health insurance quality measurement.

NH Healthy Families was again awarded the highest quality rating among all Medicaid health plans in New Hampshire for 2025. Overall, NCQA rated 1,000-plus health insurance plans based on clinical quality, member satisfaction and NCQA Accreditation Survey results for its ratings.

“We are so pleased to have once again achieved a high-quality rating from NCQA and the highest score in the New Hampshire Medicaid market,” said Gerri Vaughan, NH Healthy Families Plan President and CEO. “From our quality team to our clinicians and member advocates, our team’s dedication to excellence in quality reflects the commitment to our mission to transform the health of the communities we serve one person at a time.

“NH Healthy Families’ consistently high NCQA quality rating is commendable,” said Ross Emery, MD, Pediatrician, Saco River Medical Group. “Their focus on quality puts the patient at the center, and it aligns with our priorities for patient satisfaction and healthy outcomes.”

NCQA evaluates health plans on the quality of care provided to members, consumer satisfaction and the health plan’s efforts to continuously improve health services. NCQA uses a rating methodology and displays the overall rating (in half-point increments) on a scale of 0–5, where 5 is the highest score and 0 is the lowest score.

About NH Healthy Families

NH Healthy Families™ is a health plan serving the needs of New Hampshire residents through the state Medicaid program and Ambetter™ marketplace exchange. Our locally based employees and fully integrated Medical, Behavioral and Wellness programs provide innovative health solutions to every region of the state with the express purpose of transforming the health of the communities we serve, one person at a time. NH Healthy Families is a wholly owned subsidiary of Centene Corporation, a diversified, multi-national healthcare enterprise. Information is available at [NHHealthyFamilies.com](https://www.nhhealthyfamilies.com).

About NCQA

The National Committee for Quality Assurance (NCQA) is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians in key clinical areas. NCQA's HEDIS® is the most widely used performance measurement tool in health care. NCQA's website (<https://www.ncqa.org>) contains information to help consumers, employers and others make informed health care choices.