PARTNERSHIP IN PRACTICE

nh healthy families
Medicaid | Marketplace

VOL. 11, NO. 4 - FALL 2026

Medicaid Eligibility Changes Coming January 1, 2027

New Hampshire DHHS is preparing for significant changes to Medicaid eligibility resulting from the Working Families Tax Cut Act (WFTC).

Effective January 1, 2027, work or other community engagement requirements will apply to individuals covered by, or eligible for, the **Granite Advantage Health Care Program**. NH Healthy Families is committed to supporting DHHS in its goal to help eligible Granite Staters maintain uninterrupted access to health care coverage and nutrition support.

What You Can Do

Stay informed and watch for additional DHHS guidance. Providers and community partners will receive more information about next steps and ways to support Medicaid beneficiaries as implementation moves forward.

Please bookmark the appropriate DHHS resource page and check back regularly for updates.

For additional resources and frequently asked questions (FAQs), please review the following links:

Member FAQ:
https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/nh-medicaid-work-requirements-faqs.pdf

Work requirements Pocket Card:
https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/what-you-need-to-know-about-work-requirements-and-exemptions.pdf

MCO Partnerships to Keep Coverage (for Providers):
https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/media/media_document/mco-medicaid-matters-presentation-10062026.pdf

NH Healthy Families appreciates your partnership in helping members stay connected to the coverage and services for which they are eligible.

Department of HEALTH & HUMAN SERVICES | Division of Medicaid Services

GRANITE ADVANTAGE HEALTH CARE PROGRAM

Documentation Matters: *Results from Our 2025 Medical Record Review*

Thank you to our provider partners for your commitment to complete, accurate medical records. In 2025, NH Healthy Families introduced a standardized Medical Record Review Audit Tool. We use it every year as part of our HEDIS® chart review process to check that records meet NCQA documentation standards. We also thank the practices that already share data with us electronically. Your connectivity reduces medical record requests and helps close care gaps faster.

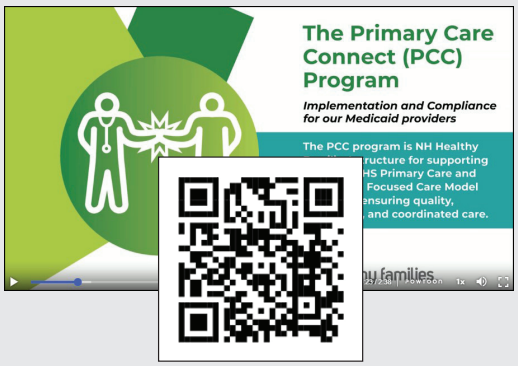
What we found: Records reviewed in 2025 averaged 99.2% compliance. That reflects strong documentation practices across our network, and we appreciate the work your teams put into it.

Helpful reminders:

1. Make sure each medical record includes the patient's name, DOB, the date of service, and the provider's signature and credentials.
2. Please do not handwrite any patient information on EMR records, utilize a demographic sheet if needed.
3. Record preventive services, screenings, and results completely, including services done elsewhere when the patient reports them.
4. Use accurate, specific diagnosis and procedure codes that match the visit.
5. If the patient has a high blood pressure reading, be sure to take another one near the end of the visit and document it within the visit note.
6. When you reference a lab result in a progress note, include the date of service of the lab along with the result.
7. For all pediatric patients, calculate the BMI percentile and record it in the visit note.
8. Eye care providers should clearly document dilated eye exam results in the patient record, including whether diabetic retinopathy was present or absent.
9. Standardized developmental screenings are required for children before the age of one, two and three years of age. The screenings need to be scored by the provider and documented within the visit note. The MCHAT does NOT count as a developmental screen. The most common standardized screenings completed by the parent and scored by the provider are:
    - Ages and Stages Questionnaire – 3rd Edition (ASQ-3)
    - Parents Evaluation of Developmental Status (PEDS) – Birth to 8 years
    - Parents Evaluation of Developmental Status – Developmental Milestones (PEDS-DM)
    - Survey of Well-Being in young children (SWYC)
10. If you don't already share data with us electronically, consider giving NH Healthy Families access to your EMR. Electronic data sharing means fewer medical record requests, less time your staff spends copying and sending records, and faster gap closure.

Learn About the Primary Care Connect (PCC) Program

This brief video demonstrates how our Primary Care Connect (PCC) program supports the NH DHHS Primary Care and Prevention Focused Care Model (PCPFCM). youtu.be/MWv4FmH21Hs



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FOR PROVIDERS

TOOLS | INSIGHTS | HEALTHIER TOMORROWS

CCA & CQV

On-Demand Training Available

Learn how to access and navigate Centene Clinical Action (CCA) and Clinical Quality Validation (CQV) through Availity.

This on-demand webinar is designed for primary care providers and provider office staff to help you make the most of these tools and support quality care for our members.



Centene Clinical Action (CCA)

Member insights. Better care decisions.

- **View** assigned member HEDIS® measure status
- **Access** claim-related clinical data
- **Includes** access to Continuity of Care Plus (CoC+)
- Helps you identify opportunities for proactive, preventive care

Clinical Quality Validation (CQV)

Close care gaps. Make a difference.

- **Identify** open HEDIS quality care gaps in your work queue
- **Electronically submit** supporting documentation
- **Streamline** the validation process
- Help ensure members receive the care they need

Who Should Attend?

Primary care providers and provider office staff using Availity.

Format

On-demand webinar

Access anytime through your standard Availity login.

How to Access

1. Log in to Availity Essentials.
2. Navigate to the training resources or education section.
3. Select the CCA/CQV webinar to watch on demand.

Log in to Availity Essentials to Get Started

https://apps.availity.com/public/apps/home/

Use your existing Availity username and password.

Availity

One Login. A Healthier Tomorrow.

Why It Matters

Using CCA and CQV can help you deliver more comprehensive, coordinated care, close quality care gaps, and support better health outcomes for the members we serve together.

Together for a Healthier New Hampshire

Questions?

For assistance, please contact Availity Support or your Provider Relations representative.

PEOPLE | PARTNERSHIPS | PROGRESS

Payspan Migration to Zelis

Great news! With Zelis' acquisition of Payspan we're pleased to announce that NH Healthy Families is transitioning to Zelis for both claims and non-claims payments.

The transition to the new payment platform will occur in phases, moving throughout November, December, and into early 2027. To ensure uninterrupted access to electronic payments and remittance information across all participating lines of business, we encourage you to enroll now. Once enrolled, any additional eligible lines of business that move to the new platform will automatically be included, and no further action will be required.

How This Impacts You

- In partnering with Zelis, we're excited to offer you more efficiency and choice in how you receive claims payments and remittance data. Your options include:
- **ZAPP Edge** - direct settlement into the provider's bank account via ACH plus data and performance insights from 550+ payers in a single portal
- **Virtual Card (VCC)** - one-time use virtual card
- **ePayment Center** - cost-free standard EFT/ERA solution that delivers payment via ACH
- **Paper Check** - free paper check delivery via USPS (default payment method)
- Through this new partnership, you'll gain access to Zelis' premium payer payments experience, ZAPP Edge, which offers payments, data, and financial performance insights from 550+ payers in a single portal.

What You Need to Know

- If you're **already enrolled with Zelis payments** on ZAPP Edge to receive claim payments via ACH or VCC, no action is needed. Payments will be routed according to your current preferences under your Zelis agreement.
- If you're not enrolled with Zelis payments on ZAPP Edge, to avoid any disruption to your payment preferences, act now and select your preferred electronic payment method using the contact information below:
- ZAPP Edge or VCC: call a Zelis Advisor at **877-828-8770**
- **CenteneClaims Payment ePayment Center** (free standard EFT/ERA): visit centeneclaimspayment.epayment.center/Registration
- **If you are not already enrolled with Zelis for VCC or ZAPP Edge and do not enroll in the free ePayment Center, payments will be sent via paper check through the USPS.**
- If you **receive non-claims payments**, you may have additional registration steps to complete. Registration for non-claims payments can be completed by navigating to CenteneAlternativePayments.epayment.center. More information on this process will be provided closer to the transition period.

Questions?

NH Healthy Families and Zelis are committed to supporting you throughout this transition. If you have questions about your payment options, need additional help making your selection, or want to change your payment method please use the contact information below.

- **ePayment Center: 855-774-4392** or email: help@epayment.center
- **ZAPP Edge or VCC:** Contact Zelis Client Services at **877-828-8770**

Primary Care Connect (PCC) Lunch & Learn Series

Join NH Healthy Families for our monthly PCC Lunch & Learn Series! These 30-minute sessions provide an opportunity to explore topics related to Primary Care Connect and support continued learning and engagement.

Upcoming sessions:

- November 10 | 12:00–12:30 p.m.
- December 9 | 12:00–12:30 p.m.

Please note that the November session will be held on **Tuesday, November 10**, rather than November 11, in observance of Veterans Day.

Register for the Lunch and Learn series here.

nh healthy families

Your Recommendation Matters: Preparing for Respiratory Illness Season

Respiratory illness season brings familiar challenges for practices and care teams. Patient volumes increase, phones ring more often, schedules fill quickly, and distinguishing between flu, RSV and COVID-19 can be difficult when symptoms overlap. At the same time, you are helping patients navigate questions about prevention while ensuring those at highest risk receive timely care. As you prepare for the season ahead, we're sharing resources and approaches that may help support your efforts to keep patients healthy and informed.

Ways to Prepare

- Consider creating standing orders so that others on your team may vaccinate patients without your direct order.
- Add reminders and follow-ups in patients' EHR/EMR — both for yourself and for your patients.
- Think of a time or event that happens in every appointment where you can check in with your patients about their vaccine status.

Sharing Your Recommendations

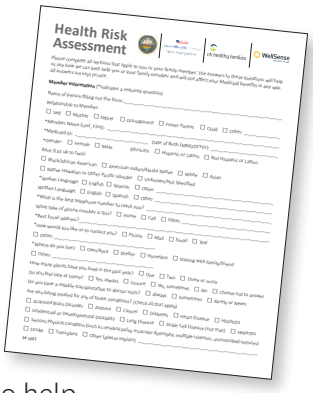
Your relationship with your patients is one of trust, and your conversations are impactful. Please speak openly with your patients about vaccines to help them decide what protection is best for them. A clear suggestion, paired with factual safety information and a compassionate discussion, can help patients feel more comfortable making decisions about vaccination.

Refer to The Agency for Healthcare Research and Quality's SHARE Approach to help guide collaborative conversations with patients. This model has been trusted by clinicians since its introduction in 2014 and was last reviewed as recently as February 2026:

- **SEEK** your patient's participation.
- **HELP** your patient explore and compare treatment options.
- **ASSESS** your patient's values and preferences.
- **REACH** a decision with your patient.
- **EVALUATE** your patient's decision.



HRA Screening During Patient Visits


Health Risk Assessment

Health Risk Assessments (HRAs) are a key tool for identifying patient needs, supporting proactive care planning, and improving quality outcomes. NH Healthy Families encourages providers to **complete and bill** HRAs during routine visits to help ensure members receive comprehensive, personalized care. Plus, members who work with their PCP to complete their annual HRA will receive **$10** in My Health Pays® rewards.

Completing HRAs during visits makes a meaningful difference, for your patients and your practice. Thank you for your partnership in improving care.

Help Your Patients Stay on Track with Preventive Care

Remind your patients to schedule their Yearly Wellness Visit. Parents and guardians should also make sure children complete their recommended well-child visits.

Eligible members can earn a My Health Pays® reward for completing a qualifying visit.



For assistance, members can call Member Services at **1-866-769-3085**.

UPDATE Corner

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

Pharmacy Updates:
Visit NHhealthyfamilies.com for the latest updates 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"

- Medicaid Eligibility Changes Coming January 1, 2027
- Harm Reduction 101 & Overdose Prevention
- Pharmacy Policy Update Effective January 1, 2027

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**