



PARTNERSHIP IN PRACTICE



IT'S OPEN ENROLLMENT TIME!

VOL. 10, NO. 1 - SUMMER 2025

Medicaid Open Enrollment: August 1-31, 2025

NH Health Families will be in the every corner of the state over the next few weeks educating communities about Medicaid Open Enrollment, our benefits, and what sets us apart. If you are interested in hosting an educational benefits table in August, please contact your Provider Engagement Representative.

Upcoming Events

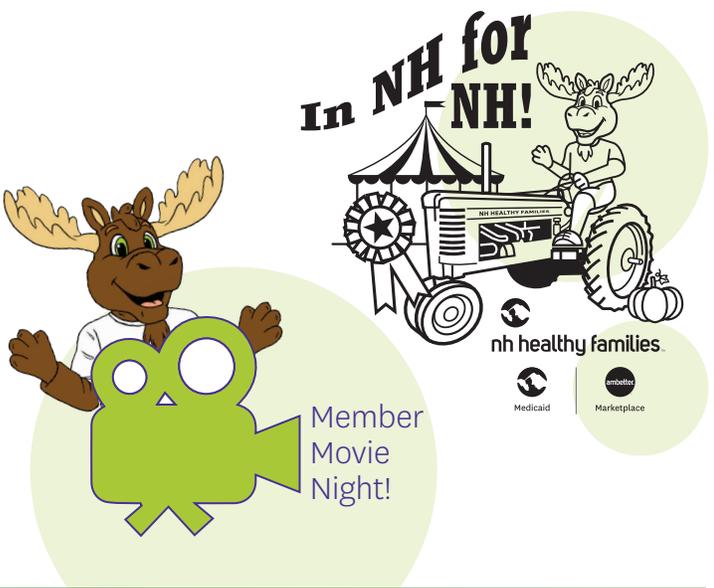
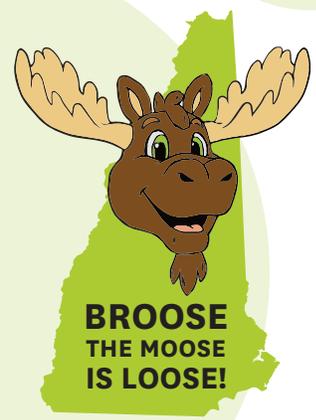
We are adding events every week, so check the NH Healthy Families Facebook page [Facebook.com/NHhealthyfamilies](https://www.facebook.com/NHhealthyfamilies) often for details.

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



Why NH Healthy Families

We know you have a choice in health plans. We also want you to know what sets NH Healthy Families apart.



nh healthy families™



We're local, so our members are our neighbors, friends and family. Our mission is to transform the health of the communities we serve, one person at a time.

Quality star rating 4.0
The highest Quality star rating among the NH Medicaid Health Plans.



Innovators of Behavioral Health Programming

Prevention, intervention and recovery programs for members including clinical care, care management, community events and My Health Pays® dollar rewards.*

- **Ready for My Recovery**
Providing education and support, qualifying members can earn a backpack with self-care kit, water bottle, journal and other essential items, and dollar rewards for achieving milestones in recovery from substance use disorder. * Ages 12 and up
- **Mental Health C.H.A.M.P.**
Earn dollar rewards for taking action to improve mental health and reduce stigma. (all ages)
- **Workforce Outfitting Scholarship (In partnership with Harbor Care)**
Supporting wellness through work. Funding for candidates in recovery who are returning to the workforce (adults)

- **Housing Assistance Scholarship (In partnership with Manchester CMHC)**
Scholarship funding for Manchester CMHC clients that apply for housing assistance. (adults)
- **Certified Recovery Support Worker (CRSW) Workforce Development**
Encouraging individuals who are committed to working with people in early recovery through scholarship funding to complete required courses to obtain CRSW licensure.
- **Healthy Hour events**
Providing fresh fruit, fruit smoothies, resources and information about behavioral health services at no cost. Events are year-round throughout New Hampshire. (all ages)
- **Community Partner Sponsorship**
Supporting the behavioral health of the community. Supporting social programs and events hosted by Behavioral Health clinics throughout New Hampshire. (all ages)



See Youth Programming and Nutrition and Food Security Program on reverse side. ↻

*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.

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Youth Programming

From our popular Kicks for Kids lead screening program to our Future is Now educational program for youth transitioning to adulthood, our Youth platform offers a variety of education, fun events and opportunities to earn for members from birth to seventeen.

- **Kicks for Kids**
Children and a guardian are each entered into a monthly drawing for a \$50 gift card just for completing lead screenings for (0-2 year olds)
- **Healthy Kids Club**
Education, fun and prizes for kids ages 0-14.
- **Mental Health C.H.A.M.P.**
Earn dollar rewards for taking action to improve mental health (all ages)
- **Future is Now Program**
Helping select youth members ages 15-17 with transition from foster care to adulthood through education on life skills, health care and finances. Dollar rewards for program completion.
- **Strong Youth, Strong Communities**
Centene with the NFL Hall of Fame providing resilience education to support youth mental health and suicide prevention.
- **NASCAR at NH Motor Speedway**
Race day tickets for YMCA, Boys & Girls Clubs and Easter Seals members
- **Base Hits for Kids with the Fisher Cats**
Sponsorship and game night tickets for YMCA, Boys & Girls Clubs and Easter Seals members
- **Summer Camp Scholarship**
In conjunction with YMCA, Boys & Girls Clubs and Easter Seals
- **Member Movie Night**
Movie passes for NH Healthy Families members during holiday and summer vacations

Kicks for Kids!



FUTURE IS NOW



Nutrition & Food Security Program

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

- **Care Management Members**
Post-discharge meals, nutritional health coaching, Enhanced Transportation: Provide members with transportation to food pantries, food banks, or community food organizations.
- **Community Based:**
 - **Green to Go! Mobile Food Pantry**
Fresh fruits, vegetables, lean meat, resources, prizes and supports throughout the state
 - **Green to Go! Food Club**
Monthly food boxes for youth and their families
 - **Food Security Sponsorships**
Green to Go Thanksgiving Drive, Holiday Family Meal (Boys & Girls Clubs), Walk Against Hunger Champion Sponsor, School Meal Sponsorships



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Provider Trainings

Harm Reduction 101 by NH Harm Reduction Coalition

Harm reduction involves a spectrum of strategies including safer techniques, managed use, and abstinence to promote dignity and wellbeing of people who use drugs. Understanding harm reduction principles, rooted in evidence-based practices, and knowing how to respond to potential overdoses are vital in supporting safer, connected, and empowered individuals.

Date: Wednesday, August 6, 2025

Time: 12:00 p.m. – 1:00 p.m.

Registration Link: <https://attendee.gototraining.com/r/5254183887339991811>

Pre-Registration is required, and continuing education hours are not provided for this session.

Lead Poisoning: The Hidden Pandemic

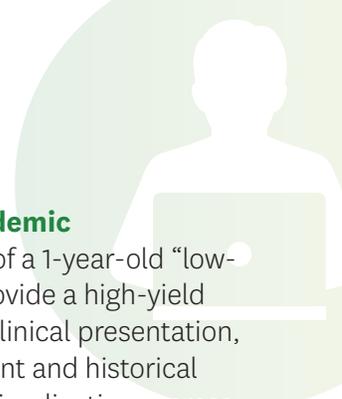
This course will utilize a case study of a 1-year-old “low-risk” child with lead poisoning to provide a high-yield overview of lead toxicity, including clinical presentation, treatment, and health effects. Current and historical statistics, public health and clinical implications across all age groups, and the socioeconomic and healthcare disparity aspects of lead poisoning will also be explored.

Date: Thursday, August 7, 2025

Time: 12:30-1:30 p.m.

Registration link: https://centene.zoom.us/webinar/register/WN_774auHBPRPChLdwJvRbOmA#/registration

CEUs available.



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



Partnering for a Healthier Community

NH Healthy Families is supporting Primary Care and Prevention Focused Care Model (PCPFM) with frequent communication and incentives for our members. Our mission is to educate and entice members to become Health Heroes by taking charge of their own health with operational, quality and care management reminders like, the importance of cervical cancer screenings, Care Management referrals, infant lead screenings, and annual wellness visits. In support of HRA completions, we are launching a campaign to give away three \$100* Amazon® gift cards each month for our members who complete their HRA with their PCP.



*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.

Participate in the HRA Challenge!



Be a Health Hero by participating in the HRA Challenge by completing your yearly Health Risk Assessment.



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.

Why Health Risk Screenings Matter

A Health Risk Assessment (HRA) is a short check up that takes 10 minutes and helps your doctor understand your health better. Here's why it's important:

- **Helps Your Doctor Help You:** It gives your doctor important information to see if you need extra care or tools to stay healthy.
- **Stops Problems Before They Start:** It can find things like high blood pressure or high cholesterol early, so you can make changes before they become serious.
- **Finds Illnesses Early:** It can catch diseases before you even feel sick, which makes them easier to treat.
- **Gives You a Health Snapshot:** It shows how your body is doing right now, so your doctor can give you advice that fits you best.
- **Keeps You Feeling Good:** Catching problems early helps you stay active, feel better, and enjoy life more.
- **Gives You Peace of Mind:** Knowing your health status can help you feel more in control and less worried.



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!

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. Fill out the HRA online through our website or your online account, and we'll send it to your doctor.
4. Use the form in your welcome packet—just fill it out and mail it back.

If you need help completing your HRA, contact NH Healthy Families Member Services team at the number below today!

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Supporting Whole-Person Care Through Behavioral Health & Chronic Condition Management

At NH Healthy Families, we believe that proactive, integrated care leads to better outcomes for our members, especially those managing behavioral health conditions. As a valued provider partner, your role is essential in supporting timely screenings, follow-ups, and treatment engagement. Below are key HEDIS measures that help drive quality improvement and ensure our members receive the right care at the right time.

HEDIS Measure	WHY it is Important	What can you do?	Information for providers
Metabolic Monitoring for Children on Antipsychotics APM	Children and adolescents who are taking an antipsychotic medication are at an increased risk for diabetes and high cholesterol. Monitoring metabolic health ensures early detection and intervention.	<ul style="list-style-type: none"> Order or perform testing (glucose and cholesterol) for all patients under 18 prescribed antipsychotics. If available, conduct point-of-care (POC) testing during visits. Educate parents and caregivers about the importance of early risk detection of high blood glucose and cholesterol levels in children. 	https://www.cdc.gov/diabetes/prevention-type-2/type-2-diabetes-in-kids.html https://www.cdc.gov/cholesterol/prevention/index.html https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/metabolic-monitoring-for-children-and-adolescents-on-antipsychotics-apm-e/ https://www.nhhealthyfamilies.com/providers/resources/Provider-Behavioral-Health-Resources.html
Diabetes Screening for Adults with Schizophrenia or Bipolar Disorder on Antipsychotics SSD	Adults living with a mental health condition like schizophrenia or bipolar disorder who are prescribed an antipsychotic medication are at an increased risk for diabetes. Regular screening supports whole-person care and improves long-term outcomes.	<ul style="list-style-type: none"> If available, conduct point-of-care (POC) testing during visits. Integrate screening into behavioral health or primary care visits. Coordinate care between behavioral health and primary care teams. Educate patients about the importance of early risk detection of high blood glucose levels. 	https://www.cdc.gov/diabetes/living-with-mental-health.html https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/diabetes-screening-for-people-with-schizophrenia-or-bipolar-disorder-who-are-using-antipsychotic-medications-ssd/
Initiation and Engagement of Substance Use Disorder Treatment (IET)	Timely follow-up after a diagnosis of substance use disorder (SUD) improves outcomes and reduces the risk of overdose, relapse, and hospitalizations. The measure tracks both timely initiation and sustained engagement in treatment.	<ul style="list-style-type: none"> Encourage follow-up within 14 days of an initial SUD diagnosis or detox-related visit Schedule and remind patients for 2+ additional visits within 34 days to support engagement. Collaborate with SUD treatment providers and case managers. Tell patients that rapid follow-up and support is key to successful recovery and they're not alone in the process. 	https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/initiation-and-engagement-of-substance-use-disorder-treatment-iet/ https://www.nhhealthyfamilies.com/providers/resources/Provider-Behavioral-Health-Resources.html
Follow-Up After Emergency Department Visit for Mental Illness (FUM)	Patients seen in the ED for mental illness are at higher risk of relapse or rehospitalization if not seen soon after discharge. Timely outpatient follow-up improves stability and care continuity.	<ul style="list-style-type: none"> Schedule outpatient BH appointments within 7 days of an ED visit for mental illness (preferably within 2-3 days). Reaching out early after an ED visit can help avoid another crisis and ensures patients get the right support. Encourage patient outreach and confirm visit attendance. 	https://www.nami.org/about-mental-illness/treatments/ https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/follow-up-after-emergency-department-visit-for-mental-illness-fum/ https://www.nhhealthyfamilies.com/providers/resources/Provider-Behavioral-Health-Resources.html

Access and Availability

In order to help our members, your patients, understand the expectations for providing an adequate network, capacity, services, geographic locations across the state, and appointment scheduling, the charts below show the Access and Availability standards to follow from the Department of Health and Human Services:



A Participating Provider Network that adequately meets all covered medical, mental health, Serious Mental Illness, Serious Emotional Disturbance, Substance Use Disorder and psychosocial needs of NH Healthy Families members in a manner that provides for coordination and collaboration among multiple Providers and disciplines and equal access to services.

Assurances of Adequate Capacity and Services for NH Healthy Families’ Participating Provider network shall have Participating Providers in sufficient numbers, and with sufficient capacity and expertise for all covered services to meet the geographic standards.

Time and Distance Standards. At a minimum, NH Healthy Families’ Participating Provider network shall meet the geographic access standards described in the table below for all NH Healthy Families members, in addition to maintaining in its network a sufficient number of Participating Providers to provide all services and equal access.

APPOINTMENT ACCESSIBILITY STANDARDS

Type of Appointment	Scheduling Time Frame
Transitional care after inpatient stay (medical or behavioral) – PCP, Specialist or CMHC	Within 2 business days of discharge when part of a member’s discharge plan from inpatient care
Transitional care after inpatient stay (medical or behavioral) – Home care	Within 2 calendar days of discharge – must be ordered by PCP, specialty care provider or as part of discharge plan
PCP non-symptomatic office visit	Within 45 calendar days of request
PCP non-urgent, symptomatic visits	Within 10 calendar days of request
PCP or other provider Urgent, symptomatic office visits	Within 48 hours
Mental Health Providers	Care within 6 hours, or direct member to crisis center or ER For a non-life threatening emergency Care within 48 hours for urgent care appointment within 10 business days for a routine office visit
Post Discharge from New Hampshire Hospital	Contact with community mental health center within 48 hours of psychiatric discharge from a New Hampshire Hospital and follow-up appointment to occur within 7 calendar days
Private Hospital Psychiatric Discharge	Follow-up appointment within 7 calendar days
Emergency Providers (medical and behavioral)	Immediately (24 hours a day, 7 days a week) and without prior authorization

GEOGRAPHIC ACCESS STANDARDS

Provider/Service	Requirement
PCPs (Adult and Pediatric)	Two (2) within forty (40) driving minutes or fifteen (15) driving miles
Adult Specialists	One (1) within sixty (60) driving minutes or forty-five (45) driving miles

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Pediatric Specialists	One (1) within one hundred twenty (120) driving minutes or eighty driving (80) miles
OB/GYN Providers	One (1) within sixty (60) driving minutes or forty-five (45) driving miles
Hospitals	One (1) within sixty (60) driving minutes or forty-five (45) driving miles
Mental Health Providers (Adult and Pediatric)	One (1) within forty-five (45) driving minutes or twenty-five (25) driving miles
Certified Community Behavioral Health Clinics (CCBHC)	All certified CCBHCs in New Hampshire
Community Mental Health Programs	One (1) within forty-five (45) driving minutes or twenty-five (25) driving miles
Pharmacies	One (1) within forty-five (45) driving minutes or fifteen (15) driving miles
Tertiary or Specialized Services (e.g., Trauma, Neonatal)	One (1) within one hundred twenty (120) driving minutes or eighty driving (80) miles
Individual/Group MLADCs	One (1) within forty-five (45) minutes or fifteen (15) miles
Substance Use Disorder Programs	One (1) within sixty (60) minutes or forty-five (45) miles
Adult Medical Day Care	One (1) within sixty (60) driving minutes or forty-five (45) driving miles
Hospice	One (1) within sixty (60) driving minutes or forty-five (45) driving miles
Office-based Physical Therapy/Occupation-al Therapy/ Speech Therapy	One (1) within sixty (60) driving minutes or forty-five (45) driving miles

BEHAVIORAL HEALTH PROVIDER/SERVICE REQUIREMENT

Provider/Service Type	Requirement
MLADCs	The MCO's Participating Provider network shall include seventy percent (70%) of all such Providers licensed and practicing in NH
Opioid Treatment Programs (OTPs)	The MCO's Participating Provider network shall include seventy-five percent (75%) of all such Providers licensed and practicing in NH
Buprenorphine Prescribers	The Participating Provider network shall include seventy-five percent (75%) of all such Providers actively prescribing Buprenorphine in their practice and licensed and practicing in NH
Residential Substance Use Disorder Treatment Programs	The MCO's Participating Provider network shall include fifty percent (50%) of all such Providers licensed and practicing in NH
Peer Recovery Programs	The MCO's Participating Provider network shall include one hundred percent (100%) of all such willing Programs in NH
Residential Programs for Serious Mental Illness	The MCO's Participating Provider network shall include 100% of all such Providers, located in NH, if they are operated by or under contract with Community Mental Health Programs, and 100% of all such Providers if they are otherwise under contract with the Department and are appropriately licensed or certified by the Department under He-P 800 or He-M 1000.
Psychiatric Residential Treatment Facilities	The MCO's Participating Provider network shall include 100% of all such Providers, located in NH, if they are owned or operated by, under contract with, or are otherwise determined or designated by the Department to provide this service, and are appropriately licensed or certified by the Department or a Department approved alternative certification entity.

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](https://www.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](https://www.nhhealthyfamilies.com) under “Provider News”

- [Important update Regarding Prior Authorization for ASAM 3.7 Code H0010 Effective Immediately](#)
- [New Hampshire Harm Reduction Coalition Virtual Training](#)
- [Pharmacy Preferred Drug List Changes- Addendum](#)
- [Behavioral Health Provider Training](#)

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 and Twitter to stay in touch with initiatives and happenings around the state. #NHhealthy  