




## Primary Care Connect (PCC)

## HRA Summer Series: *Virtual Office Hours*

### Health Risk Assessment



Please complete all sections that apply to you or your family member. The answers to these questions will help us see how we can best help you or your family member and will not affect your Medicaid benefits in any way. All answers are kept private.

**Member Information** (\*Indicates a required question)

Name of person filling out the form: \_\_\_\_\_

Relationship to Member: \_\_\_\_\_

Self  Mother  Father  Grandparent  Foster Parent  Child  Other \_\_\_\_\_

**Why:** A low-pressure opportunity to gain a better understanding of the requirements of implementing and billing an HRA

**Who:** Anyone who has/will be involved in the implementation of HRA billing or is interested in learning more.

**When:** You choose, come to one or come to all!

- [Monday June 15th](#)
- [Tuesday June 30th](#)
- [Wednesday July 15th](#)
- [Thursday July 30th](#)

**Time:** 12pm-1pm



*Click on links for each date or scan the QR code to download the Teams app.*

**These links may be forwarded to anyone within your organization or your contracted 3rd parties (billers, coders, etc.)**

**1:1 Sessions with PCC Specialists are still available (and encouraged!)**

### Lunch Raffle!

#### Step One:

Join us for our Virtual Open Office Hours for Health Risk Assessment (HRA) Implementation.

#### Step Two:

Bring any questions you have about implementing HRAs (or other PCC elements).

#### Step Three:

Leave your contact information.

**At the end of our Summer Series, we will randomly select one lucky winner to provide lunch for their office!\***

\*No purchase necessary! Lunch (or breakfast) will be provided for one location. You must leave your contact information for notification purposes at the time of the event for your entry to count. One entry per person/ per event (up to 4 total per person.) Multiple representatives per location may attend as applicable. Maximum value of \$500.



# New Hampshire Care Connections & Unite Us:

## *Strengthening Care Coordination Across New Hampshire*

NH Healthy Families is live on the Unite Us platform as part of the state's [New Hampshire Care Connections \(NHCC\)](#) initiative and is actively sending and receiving referrals on the closed loop referral network. Through this secure system, providers can send and receive referrals, communicate with partners, and track outcomes - all in one place.

Participation is free for providers to join and enables organizations to **improve care coordination** through real-time referral tracking and direct communication with community partners, **close the loop on social needs** by confirming whether patients successfully received services, and **reduce administrative burden and duplication** with a centralized, streamlined referral process

***We encourage providers to join NH Healthy Families and be part of New Hampshire's growing connected network supporting whole-person care.***

Through NH Care Connections, organizations have access to the following tools at no additional cost:

- Access to a closed-loop referral platform that goes beyond static resource lists by showing when or if referrals were accepted and completed, providing you insight into **care outcomes**.
- Access to interoperability tools that can **integrate** the Unite Us platform with your existing systems, leading to a streamlined workflow and no additional administrative burden.
- Network-level **insights** to gain a clearer picture of referral outcomes, service availability, and trends across the communities you serve.



To learn more and join the network, visit:

<https://www.dhhs.nh.gov/programs-services/nh-care-connections>



# New Mileage Limits to the Non-Emergent Medical Transportation Member Benefit

To comply with the NH Department of Health and Human Services Administrative Rule He-W 574.08 we must now implement a change to the Non-Emergent Medical Transportation benefit for our members.



**The maximum mileage allowed to be traveled round trip to a participating provider shall not exceed the following limits:**

- 30 miles to a Pharmacy
- 50 miles to a Physician or Behavioral Health Provider
- 90 miles to a Hospital
- 90 miles to a Physical, Speech, or Occupational Therapist
- 90 miles to a Dialysis Provider
- 300 miles to a Dentist
- 400 miles to a Specialty Provider

If the requested physical ride or mileage reimbursement exceeds the mileage limits listed above, prior authorization must be submitted for review. If the request is approved, the approved mileage reimbursement or physical ride will be provided, as applicable. If the request is denied, a written denial notice will be sent to the member by mail. The notice will include the reason for the denial and information about the right to appeal to NH Healthy Families.

Members may be able to receive care from a provider closer to their home and within the mileage limits. If they need help finding a provider, they can contact our Customer Service team at **1-866-769-3085**. They may also use the Find a Provider tool on the NH Healthy Families website [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com), which shows provider locations with mileage distance when they enter their home address.

# New Provider Video

NH Healthy Families has been busy developing short videos (vignettes) to educate our members about how to make the most of their Medicaid benefit and earn dollar rewards at the same time.

We've also created a quick video that outlines the Primary Care Connect (PCC) Program which supports the NH DHHS Primary Care and Prevention Focused Care Model (PCPFM), designed specifically for you, our provider partners.

## For Providers:

<https://www.nhhealthyfamilies.com/providers/primary-care-and-prevention-focused-care-model--pcpfcmm-.html>



## For Members:

These videos and more are available on our website at <https://www.nhhealthyfamilies.com/members/medicaid/resources/member-learning-videos.html> or visit our YouTube channel at [www.youtube.com/@NHHealthy](https://www.youtube.com/@NHHealthy).

**Yearly Wellness Visits**

**Family & Friends Transportation Benefit**

**and more!**

# Creating Access Through Shared Goals

Access to care can present unique challenges for members with mobility limitations, especially in rural areas of New Hampshire. For NH Healthy Families member, Justin and his mother, Dianne, finding a health center that could accommodate a full physical exam was difficult.

NH Healthy Families advocated for Justin and Dianne by partnering with Charlestown Health Center—part of North Star Health to donate a Hoyer lift. This investment helped improve accessibility at the site.

Through continued collaboration with NH Healthy Families and local partners, Charlestown Health Center is now fully equipped to support patients with mobility challenges.

At the recent ribbon-cutting ceremony celebrating the Hoyer lift donation, Renee Allen, NH Healthy Families, Manager, Provider Engagement and Stacey Surette, NH Healthy Families, Senior Provider Engagement Account Manager had a chance to connect with Justin and Dianne, who shared their appreciation for the support they received.



Left to right: Justin (member); Diane (his mom); Stacey Surette, NH Healthy Families, Senior Provider Engagement Account Manager; Renee Allen, NH Healthy Families, Manager, Provider Engagement.

Their experience highlights the impact of collaboration with strong community partners with a shared interest to improve the overall health of our communities.

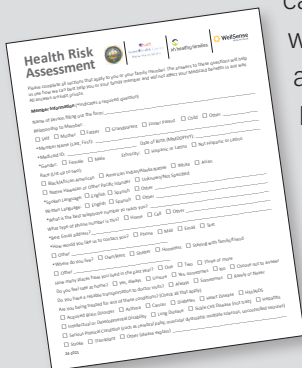
*“Thank you again for your work in helping that room become a reality and for attending that special event. We are very grateful for your support!”*

- Jessica Everlith, North Star Health, Communications & Development Director

## HRA Screening During Patient Visits

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.



## June is Men's Health Month



As you know, prevention is the key to living a healthy life—help spread the word to your patients that are NH Healthy Families members, the importance of getting their yearly Wellness Visit!

At their visit you help them catch issues early by completing a Health Risk Assessment (HRA), routine checks, screenings, vaccinations and referrals. You keep them feeling their best, and it earns them **\$40** in My Health Pays® rewards.



# In Our Community

Our Community Engagement Team has been travelling the state to support the BiState Primary Care conference, our Green to Go mobile food events and pantry restocks, and much more...

## Upcoming events:



- **Green to Go** Friday, June 12 from 11 am to 1 pm at Goodwin Community Health, Somersworth
- **YMCA Rock the Block**, Saturday, June 13 from 10 am to 1 pm



## UPDATE Corner



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

### **Rx Pharmacy Updates:**

Visit [NHhealthyfamilies.com](http://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](http://NHhealthyfamilies.com) under "Provider News"

- [Health Risk Assessment \(HRA\) Virtual Office Hours Summer Series](#)
- [Behavioral Health Access and Availability Survey Seeking your Feedback!](#)

*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**

