



## Member Checklist

- Detach Member ID Cards and store in a convenient place
- Set up your **Member Account** at **NHhealthyfamilies.com**
- Complete your **Health Risk Assessment Screening** online or using the enclosed form **within the first 30 days of enrollment and earn \$30 in myhealthpays®\* rewards. If after 30 days, you can earn \$20\*. Existing members can earn \$20\* annually.**
- Find a Primary Care Physician (PCP)** online or using the enclosed form and make a wellness appointment with your PCP
- Complete your Authorization to Use and Disclose Health Information** online or using the enclosed form
- If you are pregnant, complete your **Notice of Pregnancy (NOP)** online or using the enclosed form within your first trimester **and earn \$100 in myhealthpays®\* rewards**
- If you would like help with substance misuse, complete your **Ready for My Recovery** using the enclosed form or available on our website **and receive a My Recovery Journey backpack\***

Members must submit their Health Risk Assessment Screening prior to submitting the Ready for My Recovery form.

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

# Benefits & Services

## Inside this booklet you'll find:

- How to Set Up Your Online Member Account** ..... 1
- Your Benefits at a Glance** ..... 2
- My Health Pays® Rewards Program** ..... 3
- Start Smart for Your Baby®** ..... 5
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- Where to Go for Care**..... 8

1-866-769-3085

TDD/TTY (Hearing Impaired): 1-855-742-0123

Hours of Operation: Monday - Wednesday, 8 AM to 8 PM,  
Thursday & Friday, 8 AM to 5 PM

**Please Note:** Interpretation services are provided at no cost to you. This includes American Sign Language and real-time oral interpretation. We can also provide Auxiliary Aids and services or materials in other formats such as Braille, CD or large print. If you need something translated into a language other than English, please call us at **1-866-769-3085 (TDD/TTY: 1-855-742-0123)**. If you need an interpreter for your medical appointment, contact us 48 hours before your appointment.



## Prescription Medications

If you are currently taking prescription medication, it may require a prior authorization from NH Healthy Families before your next refill. Call your PCP or NH Healthy Families Member Services to find out if your medicine is one that does require authorization. You can also check the Preferred Drug List on the NH Healthy Families website, **NHhealthyfamilies.com** under Benefits and Services/Pharmacy.

# Set Up Your Online Member Account

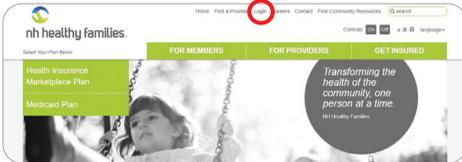
**JUST FOLLOW THE STEPS BELOW TO CREATE YOUR ACCOUNT:**

## STEP 1: Go Online

Go to **NHhealthyfamilies.com**

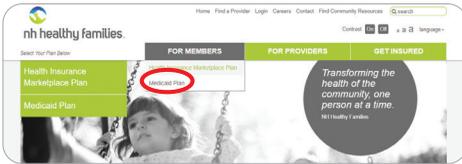
Two ways to begin:

- Click on **“Login”** at the top of the page.

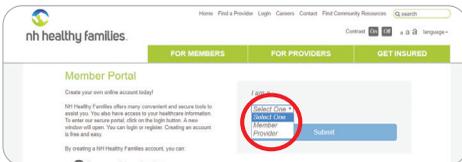


Or

- Click on **“For Members”**
- Select **“Medicaid”** in the drop down
- Click on **“Secure Portal Login”** in the left tool bar.



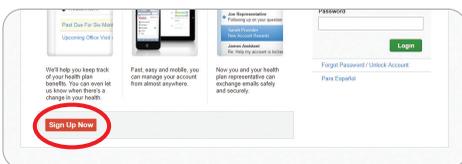
- Under **“I am a:”** select **“Member”**



- Under **“My Plan is:”** select **“Medicaid”**

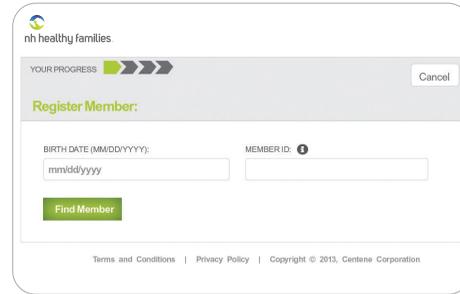


- Hit **Submit** button. This will take the member to the portal login page.
- Click on **“Sign Up Now”** button.



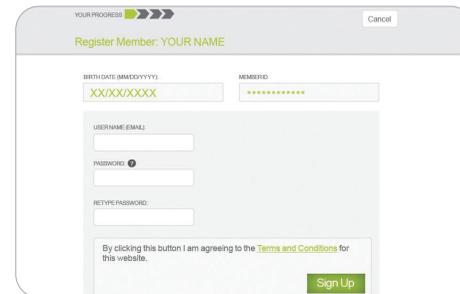
## STEP 2: Enter Your Information

Fill in your birth date and member ID number (on your ID card). Then click **Find Member**.

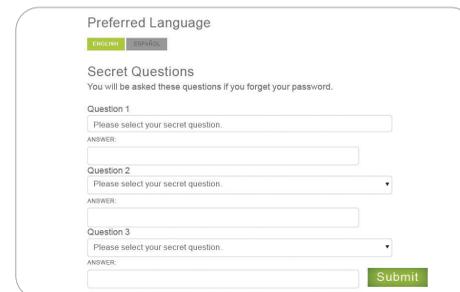


Choose your **preferred language** and fill in answers to your **secret questions**. If you forget your password, these secret questions can help you access your account. Click the **Submit** button.

## STEP 3: Register Your Account



## STEP 4: Verify Your Account



# Your Benefits at a Glance

NH Healthy Families offers:

**HEALTH EXTRAS AT NO COST TO YOU!**

**INTEGRATED, COMPREHENSIVE MEDICAID BENEFITS**

NH Healthy Families covers all NH Medicaid medical, behavioral health, pharmaceutical and preventive care services. Included in our coverage you will find:

**Integrated Care Management Program**



Local medical and behavioral health care managers working together for you

**Preventive Care Coverage**



Screenings, vaccinations, check-ups, well-child visits

**Member Services**



For help with understanding benefits, finding a provider, local resources, plan an appointment and find transportation for you

**Health Coaches**



For help with chronic ongoing conditions like asthma, diabetes and more

**24/7 Nurse Advice Line**



An extension of our team who will answer questions or give you advice when you aren't sure what to do

**Transportation**



Mileage reimbursed or rides available for covered care and services

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

**myhealthpays\*\***

**Rewards Program**



Earn money for healthy behaviors. You choose how to spend your rewards

**MemberConnections®**



At-home outreach to help you with your medical and social service needs

**Start Smart for Your Baby®**



Pregnancy program for education, support, and myhealthpays\*\* rewards

**Healthy Kids Club Program**



Educational program with fun activities for members 12 and under

**Ready for My Recovery**



Care Management education and myhealthpays\*\* rewards for achieving milestones in your recovery from substance misuse

**Cigarettes, Smokeless Tobacco or Vaping Cessation Program**



Help to quit using cigarettes, e-cigarettes or vaping

**ConnectionsPLUS®\***



Complimentary cell phones for those who need them

**GATEWAY SERVICES**

NH Healthy Families cares about our community. Gateway Services provides social supports to members and communities AT NO COST.

**Green-To-Go**



Offering fresh fruits and vegetables to communities throughout the state

**Vision Van**



Bringing vision screenings, prescription glasses and readers to communities in every region in New Hampshire

**Self-Care Kits**



Essential grooming items in a convenient carrying case for those who need them

**No One Eats Alone™**



Student-led initiative to increase awareness and address social isolation in schools

**Foster Care Comfort-To-Go**



Durable duffel bags with personal items for youth transitioning to Foster Care

**Bombas Socks**



Providing warm, high-quality socks for those who need them

# my health pays®\*

My Health Pays is an easy-to-use rewards program. Members can earn dollar rewards on their Visa® Prepaid Card\*\*.



We will mail your my health pays®\* Visa® Prepaid Card\*\* to you upon enrollment. You can keep earning my health pays®\* rewards by completing more healthy activities. Your rewards will be added to your card once we are notified.

After you complete a healthy activity, we will add the reward dollars you have earned directly to your my health pays®\* Visa® Prepaid Card\*\*.

## USE YOUR my health pays®\* REWARDS TO HELP PAY FOR:

- Utilities
- Transportation
- Telecommunications - Cell Phone Bill
- Childcare Services
- Education
- Rent
- Expenses for Dental, Chiropractic and Other Medical Services

## OR, YOU CAN USE THEM TO:

- Shop at **Walmart** ✨ for everyday items\*\*\*

## Here's what you can earn:

FOR CHILDREN/YOUNG ADULTS	FOR WOMEN	FOR MEN
Health Risk Assessment Screening Completion <b>(Up to \$30)</b> Within 30 days for new members; \$20 annually for existing members	Health Risk Assessment Screening Completion <b>(Up to \$30)</b> Within 30 days for new members; \$20 annually for existing members	Health Risk Assessment Screening Completion <b>(Up to \$30)</b> Within 30 days for new members; \$20 annually for existing members
Well Baby Visits (15 months or Younger) <b>(\$20 for 6 visits)</b>	Well Visit <b>(\$20 per year)</b>	Well Visit <b>(\$20 per year)</b>
Well Child Visits (24 months-21 years) <b>(\$30 per year)</b>	Flu Vaccine <b>(\$20 per year)</b>	Flu Vaccine <b>(\$20 per year)</b>
Flu Vaccine <b>(\$20 per year)</b>	Breast Cancer Screening (Ages 40-74) <b>(\$20 per year)</b>	Prostate Exam (Ages 50 and up) <b>(\$20 per year)</b>
Lead Testing (24 months or Younger) <b>(\$20 per year)</b>	Cervical Cancer Screening (Ages 21-64) <b>(\$20)</b>	Diabetes Care HbA1c Test (Ages 18-75) <b>(\$30)</b>
Post Care Management Discharge <b>(\$10)</b>	Diabetes Care HbA1c Test (Ages 18-75) <b>(\$30)</b>	Diabetes Care Retinopathy Screening Annually (Ages 18-75) <b>(\$30)</b>
HPV Vaccine (Ages 9 - 13, 2 doses within 12 months) <b>(\$30 once per lifetime)</b>	Diabetes Care Retinopathy Screening Annually (Ages 18-75) <b>(\$30)</b>	Cigarettes, Smokeless Tobacco or Vaping Cessation (Ages 12 and up) <b>(\$20)</b>
<b>Additional, for Young Adults:</b>	Cigarettes, Smokeless Tobacco or Vaping Cessation (Ages 12 and up) <b>(\$20)</b>	Ready for My Recovery Program (Ages 12 and up) <b>(Up to \$115 in first year)</b>
Cigarettes, Smokeless Tobacco or Vaping Cessation (Ages 12 and up) <b>(\$20)</b>	Ready for My Recovery Program (Ages 12 and up) <b>(Up to \$115 in first year)</b>	Expectant Mothers <b>(Up to \$100)</b>
Mental Health Champion (Ages 12 - 20) <b>(Up to \$50)</b>	Expectant Mothers <b>(Up to \$100)</b>	Post Care Management Discharge <b>(\$10)</b>
Ready for My Recovery Program (Ages 12 and up) <b>(Up to \$115 in first year)</b>	Post Care Management Discharge <b>(\$10)</b>	
Future Is NOW (Ages 15 - 17) <b>(\$50)</b>		

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

\*\*This My Health Pays® Visa® Prepaid Card is issued by The Bancorp Bank, N.A. pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank, N.A.; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted.

\*\*\*This card may not be used to buy alcohol, tobacco, or firearms products.

Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.

# Here are some of the ways you can earn rewards with *myhealthpays*<sup>®\*</sup>

Sally earned **\$70\*** by completing her Health Risk Assessment Screening, wellness visit and getting her flu shot.



Tom and Janet earned more than **\$200\*** each by keeping track of their health appointments including: wellness visits, Diabetes management, cancer screenings and getting their flu shots!



Brenda earned **\$100\*** during her pregnancy just by completing the Notice of Pregnancy form within the first trimester. After her baby was born, he started earning reward dollars at his first baby wellness visit (\$20\*!).



Ben filled out his Health Risk Assessment Screening, went to his wellness visit, got his flu shot and quit vaping: **\$90\***



## Get Started!

Complete your Health Risk Assessment Screening (HRA) one of the following ways:

**1. Go to a Walmart pharmacy kiosk.**

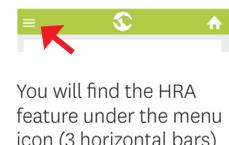
- Scan the QR code on the back of your My Health Pays<sup>®\*</sup> Visa<sup>®</sup> Prepaid Card\*\* at the kiosk.
- Choose **Health Needs Screening** under the list of **Current Programs**.
- Answer the questions about your health. This will help us tailor the care you need.
- Your rewards will be immediately loaded to your card once you're done.



**2. Use the NH Healthy Families Mobile App.**

**3. Log into your online member account.**

**4. Call us: 1-866-769-3085 (TTY: 1-855-742-0123)**



You will find the HRA feature under the menu icon (3 horizontal bars)

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# Start Smart for Your Baby®

## Take Care of Yourself and Your Baby

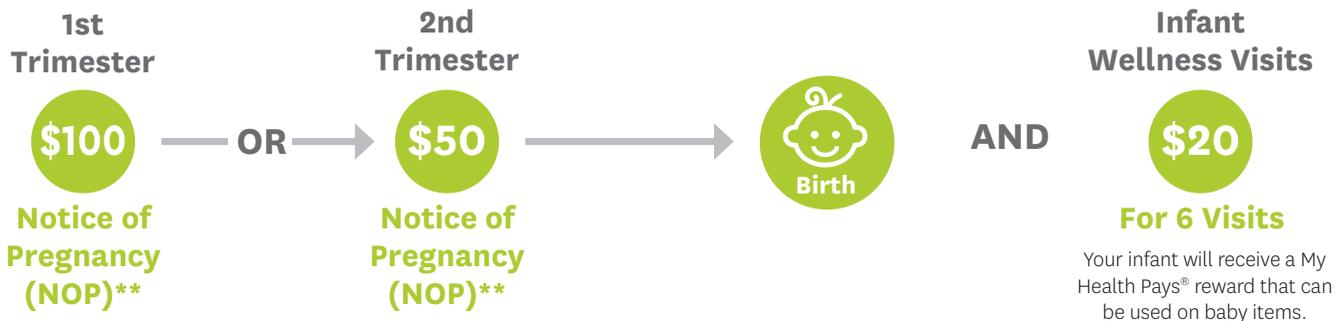


Our Start Smart for Your Baby® program provides customized support and care for pregnant women and new moms. This program helps you focus on your health during your pregnancy and your baby's first year.

Complete your Notice of Pregnancy (NOP) online or in the Forms Booklet in this packet within your first 12 weeks and earn \$100 on your *myhealthpays*®\* account. Complete your NOP within 13-26 weeks and earn \$50.

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### PREGNANT WOMEN CAN EARN UP TO \$100 IN *myhealthpays*®\* REWARDS Just for completing the Notice of Pregnancy (NOP) form!



### START SMART FOR YOUR BABY® OFFERS THESE CARE MANAGEMENT BENEFITS:

CARE MANAGEMENT	EDUCATION AND SUPPORTS
<ul style="list-style-type: none"> <li>• Medical staff to work with you and your doctor if you experience any issues during your pregnancy</li> <li>• Prenatal vitamins</li> <li>• Information about pregnancy and newborn care</li> <li>• Community help with housing, food, clothing and cribs</li> <li>• Breastfeeding support and resources</li> </ul>	<ul style="list-style-type: none"> <li>• Postpartum resources</li> <li>• Smoking, e-cigarette and vaping cessation</li> <li>• Substance Use Disorder support</li> <li>• Baby shower events</li> <li>• Text and email health tips for you and your newborn</li> </ul>

**Find your NOP form in the enclosed Forms Booklet or online at [NHhealthyfamilies.com](http://NHhealthyfamilies.com) under Member Resources/Member Handbook and Forms.**

\*\*Pregnant members must complete and submit their Notice of Pregnancy form within 12 weeks of their pregnancy to be eligible for the \$100 reward. Members who submit their Notice of Pregnancy within 26 weeks of their pregnancy can still earn a \$50 reward.

# Non-Emergency Transportation

**Remember: Use Family and Friends or Public Transportation First!**

Helping you get to your non-emergency medical appointments is important to us. There are three easy ways you can access transportation.



## 1. Family and Friends Transportation Reimbursement

Use this option if you have a car, or when a friend or family member with a car can drive you to your medically necessary appointment. Receive reimbursement for gas, parking and tolls. Here's how it works:

- **Family and Friends Transportation Reimbursement will be provided by Medical Transportation Management, Inc. (MTM) through the MTM Currency program.**
- **Before your appointment, call MTM at 1-888-597-1192 to schedule your transportation reimbursement trip**
- **Watch the mail for your Focus Card™ Cardholder Packet.** For security, the packet will come in a plain white envelope. The envelope will have an Indianapolis, Indiana return address. Do not throw the packet away. This could delay receiving funds.
- **Use a Trip Log to track your travel.** MTM will send you a Trip Log or you can print and download a log at [www.mtm-inc.net/mileage-reimbursement](http://www.mtm-inc.net/mileage-reimbursement). Enter your zip code to find the correct log. Complete the log and have your provider sign it for each appointment. Once you submit your log (you have 60 days to submit), MTM will verify the information. Funds will be loaded to your Focus Card™ after your trip is verified.

### Send your completed log to MTM in one of three ways:

**Mail:** Medical Transportation Management, Inc.  
16 Hawk Ridge Drive  
Lake St. Louis, MO 63367

**Fax:** 1-888-513-1610

**Email:** [payme@mtm-inc.net](mailto:payme@mtm-inc.net)



## 2. Public Transportation

- Before your appointment, call MTM at **1-888-597-1192** to schedule your public transportation trip
- MTM will add funds to your Focus Card™ for your pass or ticket in advance of your trip. Use these funds to purchase your fare online or at a local transit depot.

For more information contact Medical Transportation Management, Inc (MTM) at **1-888-597-1192**.

## 3. Contacting MTM for a ride

If you are exempt from using Public Transportation or Family and Friends Transportation Reimbursement, you may contact MTM for a ride.

### Here's how:

Three days before your appointment, call **1-888-597-1192** for MTM. Share the date and time of your appointment and a ride will be scheduled for you.

*Be sure to save your card for future trips. This is not a one-time use card. New funds will be loaded as you take more trips.*

To schedule transportation to provider offices or facilities for services provided directly by NH Healthy Families, call MTM toll-free at **1-888-597-1192 (TDD/TTY: 711)**.

For more information, contact NH Healthy Families Member Services at **1-866-769-3085**, Monday through Wednesday, 8:00 a.m. to 8:00 p.m. and Thursday through Friday, 8:00 a.m. to 5:00 p.m.

# Rules and Exceptions to Using the Family and Friends Transportation Reimbursement or Public Transportation

## Exceptions to the Family and Friends Transportation Reimbursement Requirement

- You must use Family and Friends Transportation Reimbursement if you have a car, or when a friend or family member with a car can drive you to your medically necessary service
- If you have a car and do not want to enroll in the Family and Friends Program you must meet one (1) of the following criteria to qualify for transportation services:
  - Do not have a valid driver's license;
  - Do not have a working vehicle available in the household;
  - Are unable to travel or wait for services alone; or
  - Have a physical, cognitive, mental or developmental limitation
- If no car is owned or available, you must use public transportation if you meet one (1) of the following criteria:
  - You live less than one half mile from a bus route and your provider is less than one half mile from the bus route;
  - You are an adult under the age of sixty-five (65)

## Exceptions to the Public Transportation Requirement

- If you have two (2) or more children under age six (6) who are traveling with you; or
- If you have one (1) or more children over age six (6) with limited mobility who are accompanying you to the appointment; or
- If you have at least one (1) of the following conditions:
  - Pregnant or up to six (6) weeks post-partum;
  - Moderate to severe respiratory condition with or without an oxygen dependency;
  - Limited mobility (walker, cane, wheelchair, amputee, etc.);
  - Visually impaired;
  - Developmentally delayed;
  - Significant and incapacitating degree of mental illness; or
  - Other exception by provider approval only



### Expanded Transportation

We offer Expanded Transportation at no cost to you. We will reimburse you for transportation to your social services appointments like Alcoholics Anonymous and Narcotics Anonymous.



# Where to Go for Care

*The right care, the right place, the right time*

## ▼ For Physical Health

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### Primary Care Physician (PCP)

Your PCP is your main provider. Call the office to schedule an appointment if you need to be seen, but you don't need immediate care.

If you need help finding a PCP for you or a loved one, contact Member Services: **1-866-769-3085.**



### 24/7 Nurse Advice Line (1-866-769-3085 and follow prompt)

You can speak to a medical professional any time of day for

- Help with answers to your medical questions
- Help caring for a sick child
- Help knowing if you should make an appointment with a Primary Care Provider



### In-Network Urgent Care Center

Go to a nearby urgent care center if your illness or injury is not life threatening and your PCP is unavailable. Urgent care centers are faster and more convenient than the ER and you don't need an appointment.



### Emergency Room (ER)

Consider all of your options before going to the ER. Visit the ER for LIFE-THREATENING injuries or illnesses.

Consider all of your options when choosing where to go for physical or behavioral health care. Many are surprised to learn that this is often not the ER. Be prepared by knowing the best place to go depending on your physical or behavioral health condition.

## ▼ *For Behavioral Health*

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### **Primary Care Physician (PCP) or Behavioral Health Provider**

Call the office to schedule an appointment if you need to be seen, but you don't need immediate care.

If you need help finding a PCP or Behavioral Health Provider for you or a loved one, contact Member Services: **1-866-769-3085**.



### **Emergency Services (1-866-769-3085 and follow prompt for Behavioral Health needs)**

This line will connect you to an on-call clinician to support you or connect you to your local behavioral health emergency services including telehealth services.

### **Your local Doorway**

For substance misuse needs:

Call **2-1-1** to be directed to help

### **Behavioral Health Crisis Treatment Center**

A walk-in clinic for an urgent mental health need:

- Located at: Riverbend, 40 Pleasant Street, Concord, NH 03301
- Monday - Friday, 8 am to midnight
- **1-844-743-5748** (available 24/7)



### **Emergency Room (ER)**

Consider all of your options before going to the ER. Visit the ER for LIFE-THREATENING injuries or illnesses.

## **Statement of Non-Discrimination**

NH Healthy Families complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

NH Healthy Families cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

NH Healthy Families respecte toutes les lois fédérales en vigueur en matière de droits civils et ne se livre à aucune discrimination fondée sur la race, la couleur, l'origine nationale, l'âge, la situation de handicap ou le sexe.

ATTENTION: If you do not speak English, language assistance services are available to you at no cost. Call 1-866-769-3085 (TTY 1-855-742-0123).

ATENCIÓN: si no habla inglés, hay servicios de asistencia en diferentes idiomas disponibles para usted sin costo. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION : si vous ne parlez pas anglais, des services d'aide linguistique sont mis à votre disposition sans paiement de votre part. Composez le 1-866-769-3085 (TTY 1-855-742-0123).