

[Name]
[Address]
[City, State, Zip]

Welcome!

Thank you for choosing
NH Healthy Families as
your Health Plan.

NH Healthy Families provides healthcare coverage with health benefits, extras at no cost to members, and ways to earn rewards for healthy behaviors.*

If you are a new member, you will receive your Member Handbook that provides details for your benefits soon.

A representative from NH Healthy Families will be contacting you soon to review your benefits in more detail and assist you with completing your Health Risk Assessment Screening (HRA).

This packet contains information and forms that need to be completed to get the most out of your membership.

Also included are your Granite Advantage Health Care Program Member ID cards. Please detach your Member ID cards and store them in a convenient place. You will need them for your medical appointments.

*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.

YOUR PRIMARY CARE PROVIDER (PCP)

Your Primary Care Provider (PCP) is the doctor who knows you best. If you did not choose a PCP in our network when you signed up for insurance, NH Healthy Families has chosen one for you. Your current PCP is listed to the right.

ID Card 1:

[PCP Name]
[PCP Address]
[PCP Phone]

ID Card 2:

[PCP Name]
[PCP Address]
[PCP Phone]

If you want to choose or change your PCP, call Member Services. We will help you pick a new provider. If your PCP changes, you can still use this ID card to access all your healthcare services. You can locate a Primary Care Provider and other types of Providers at our online Provider Directory located on our website at www.nhhealthyfamilies.com. You can request a printed version of the Provider Directory at no cost to you by calling Member Services.

ID CARD 1:

ID CARD 2:



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Pharmacy Help Desk:
1-888-613-7051
RXBIN: 004336
RXPCN: MCAIDADV
RXGROUP: RX5436

Member Name: John Doe
Member ID: 123456789
DOB:

Plan Type: Granite Advantage

If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. www.NHhealthyfamilies.com



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How fast can you earn up to \$30?* How about 10 minutes!

Contact us if you need help completing your Health Risk Assessment Screening (HRA). Complete your HRA within 30 days of enrollment and earn \$30* on your *myhealthpays*** Visa® Prepaid Card**. If after 30 days, you can earn \$20*. Existing members can earn \$20* annually.

YOUR CONTACTS

DHHS NH Medicaid: **1-844-275-3447**

NH Healthy Families
Member Services: **1-866-769-3085**
TDD/TTY: 1-855-742-0123

NH Healthy Families Fax: **1-877-502-7255**

24/7 Nurse Advice Line: **1-866-769-3085** press
"2" and follow prompt

Transportation: **1-888-597-1192**

Suicide & Crisis Lifeline: **9-8-8**

The Doorway: **2-1-1**

Domestic Violence Hotline: **1-866-644-3574**



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

IMPORTANT CONTACT INFORMATION

Members:

Member Services: 1-866-769-3085
TDD/TTY: 1-855-742-0123
24/7 Nurse Advice Line:
1-866-769-3085
Vision: 1-866-769-3085
Pharmacy: 1-866-769-3085
File a Grievance or Appeal:
1-866-769-3085
Transportation: 1-888-597-1192

Medical Claims:

NH Healthy Families
Attn: Claims
PO Box 4060
Farmington, MO 63640-3831

Providers:

Provider Services: 1-866-769-3085
IVR Eligibility Inquiry - Prior Auth:
1-866-769-3085
Vision: 1-877-865-1527
Pharmacy: 1-888-613-7051

**NH Healthy Families Address:
2 Executive Park Drive
Bedford, NH 03110**

**EDI/EFT/ERA please visit
Provider Resources at
www.NHhealthyfamilies.com**

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