

[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 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](http://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:**



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

Member Name: John Doe  
Member ID: 123456789  
DOB:

Plan Type: Medicaid

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](http://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 \$15\*. Existing members can earn \$15\* 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**

Crisis Hotline, Doorway: **2-1-1**

Crisis Text Line: **Text 741741**

National Suicide Prevention Hotline: **1-800-273-TALK (8255)**



**nh healthy families**

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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](http://www.NHhealthyfamilies.com)**

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