

[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 can find an electronic copy of the Member Handbook that provides details for your benefits on our website, www.nhhealthyfamilies.com.

A representative from NH Healthy Families will be contacting you soon to review your benefits in more detail and assist you with completing your initial health assessment and scheduling a wellness visit with your PCP.

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. You can request a printed version of the Provider Directory and/or Member Handbook at no cost to you by calling Member Services.

ID CARD 1:

ID CARD 2:

Your ID Cards




nh healthy families™

Pharmacists Only:
 1-833-750-4477
 RXBIN: 003858
 RXPCN: MA
 RXGROUP: 2EVA

Member Name: John Doe
Member ID: 123456789

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



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YOUR CONTACTS

21-1091-R3

My PCP: _____ Ph: _____

- DHHS NH Medicaid: **1-844-275-3447**
- NH Healthy Families **1-866-769-3085**
- Member Services: **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: **988**
- The Doorway: **211**
- Domestic Violence Hotline: **1-866-644-3574**

Your connector to everyday resources in your area:
NHhealthyfamilies.findhelp.com



nh healthy families

NHhealthyfamilies.com

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
 Suicide & Crisis Lifeline: 988

Providers:

Provider Services: 1-866-769-3085
 IVR Eligibility Inquiry - Prior Auth: 1-866-769-3085
 Vision: 1-877-865-1527
 Pharmacy: 1-877-250-5227

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

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

Medical Claims:

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

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