



Provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

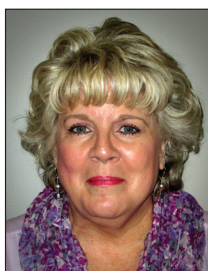
2 Executive Park Drive
Bedford, NH 03110

2019 Vol. 4, No. 2

(FEBRUARY 2019)

Commitment to Communication

From your Provider Relations Team



Dear Provider Partners:

On behalf of NH Healthy Families, we appreciate your partnership. As we move into 2019, I'm excited to tell you about our new program category containing services that support our members and communities.

Gateway Services is NH Healthy Families' new value-add program that identifies gaps in social services and offers additional supports to our members, with the goal of whole person health. Within this program, NH Healthy Families is pleased to offer direct supports in the areas of Homelessness, Food Insecurity/Diabetes, Foster Care, Substance Use Disorder Recovery, and more. The direct supports are complimentary to NH Healthy Families members and there is no special sign-up required.

I encourage you to read about our new Gateway Services on page 2 of this bulletin, and consider speaking to your Medicaid patients about ways NH Healthy Families can assist them with their medical, wellness and social needs.

For more information about the Gateway Services program, please contact your Provider Representative today!

Sincerely,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families



If you have a Medicaid patient who would like to switch to NH Healthy Families, they have 90 days from the day they were assigned a plan. Switching to NH Healthy Families is easy. **Visit choosenhhealthyfamilies.com** for more information.

Highlights of Coverage

EXTRAS AT NO COST TO MEMBERS

Medicaid Benefits



Integrated Care Management Program
Local medical and behavioral health case 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
Rides available or mileage reimbursed for covered care and services

Health Extras



CentAccount® Program
Earn money for doing healthy behaviors. You choose how to spend your rewards



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



ConnectionsPLUS®
Free cell phones for those who need it



Start Smart for Your Baby®
Pregnancy program for education, support, and help. Receive a new diaper bag upon completion of Notification of Pregnancy assessment



Tobacco Cessation Program
Help to quit using tobacco



Expanded Transportation
We'll even take you to social services appointments like Alcoholics Anonymous and Narcotics Anonymous meetings

Gateway Services



Cooking Matters NEW FOR 2019
Six-week meal preparation and nutrition program for Diabetes management



Foster Care Comfort-To-GO
Durable duffle bags with personal items for youth transitioning to Foster Care



Vision Van
Mobile vision screenings and reading glasses for communities



Recovery Supports
Scholarship, education, and direct supports for Substance Use Disorder prevention, intervention and recovery



Self-Care Kits NEW FOR 2019
Essential grooming items in a convenient carrying case for members

Future

- Food Truck
- Suicide Prevention
- Spark Sock Initiative
- Future Social Determinants Opportunities

- Certified Recovery Support Worker Education
- Safe Station sustenance items
- Youth residential treatment care bags
- Rescue breathing kits

- Toothbrush/ toothpaste
- Soap
- Face cloth
- Shampoo
- Razor
- Shaving cream
- Comb



Follow the Script: Updates to our Pharmacy Coverage

NH Healthy Families is committed to providing high-quality, appropriate and cost-effective drug therapy to its members. While our pharmacy program does not cover all medications, we work with providers like you, as well as pharmacists, to ensure that medications used to treat a variety of conditions and diseases are covered. Some medications require prior authorization or have limitations on age, dosage and maximum quantities.

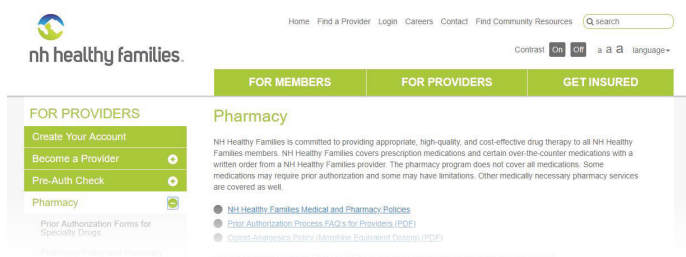
What's covered?

NH Healthy Families follows a Preferred Drug List (PDL), a list of covered medications, also known as the formulary. The PDL applies to medications members can get at pharmacies and is evaluated regularly by our Pharmacy and Therapeutics (P&T) Committee to encourage the appropriate and cost-effective use of medications. The P&T Committee is made up of the NH Healthy Families medical director, NH Healthy Families pharmacy director, and several other physicians, pharmacists, and healthcare professionals.

For questions about coverage for prescription medications not identified on the PDL, please call Envolve Pharmacy Solutions at **1-800-460-8988**. If you disagree with a decision regarding coverage of a medication, you may inquire about the appeal process by calling **1-866-769-3085**. Please be sure to include all relevant clinical information with the prior authorization request so as to not delay processing.

The latest PDL

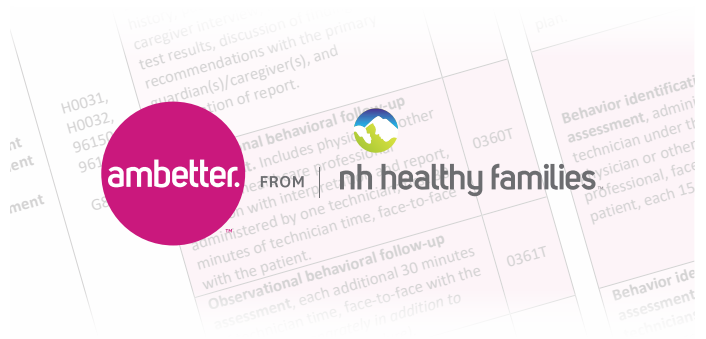
For the most up-to-date formulary—including information about pharmacy procedures, prior authorization, restrictions, step therapy, quantity limits, generic medications, and exclusions - go online to www.NHhealthyfamilies.com/providers/pharmacy.html. You may also call **1-866-769-3085** for a printed copy of the latest formulary.



Clarification on ABA Notification

At NH Healthy Families, we strive to provide you with the best, most up-to-date information possible. You may recently have received a notice from us indicating a change to Applied Behavioral Analysis (ABA) billing codes. This information was intended for Ambetter from NH Healthy Families providers only. There has been no change to the ABA codes for NH Healthy Families Medicaid ABA services. The ABA billable code will remain H2019.

Please contact NH Healthy Families Provider Services with any additional questions at **1-866-769-3085**.



NH Healthy Families' Out-of-Network Helpline

This line is available **Monday through Friday from 8:00 a.m. to 5:00 p.m.** The NH Healthy Families' Out-of-Network helpline provides the option for providers to contact a member of our Health Plan staff to assist with redirection to one of our network or preferred providers. A member of our staff is ready to assist you. Please call the NH Healthy Families' Out-of-Network helpline at **1-844-699-6840**.

HEDIS for Cardiovascular Disease



February is American Heart Month. **Did you know that heart disease is the leading cause of death for both men and women in the United States?**

The good news: it is also one of the most preventable. Working with your patients to manage their heart health is an integral aspect of saving lives from this often silent killer.

The high blood pressure control HEDIS measure applies to patients who have been diagnosed with hypertension (excluding individuals with end-stage renal disease and pregnant women). The HEDIS measure evaluates the percentage of patients with hypertension with adequate control (defined as a systolic reading of less than 140 mm Hg and a diastolic reading of less than 90 mm Hg, or 140/90). For patients ages 60-85, adequate control is defined as less than 150/90.

The HEDIS measure for persistence of a betablocker treatment regimen after heart attack applies to patients who were hospitalized and discharged after an acute myocardial infarction (AMI). This measure calls for treatment with beta-blockers for 6 months after discharge. Patients with a known contraindication or a history of adverse reactions to beta-blocker therapy are excluded from the measure.

The HEDIS measure for statin therapy for patients with clinical atherosclerotic disease applies to males 21-75 years of age and females 40-75 years of age. Members need to remain on a high or moderate-intensity statin medication for at least 80% of the treatment period.

What providers can do:

- Continue to suggest and support lifestyle changes, such as quitting smoking, losing excess weight, beginning an exercise program and improving nutrition
- Stress the value of prescribed medications for managing heart disease. NH Healthy Families can provide educational materials and other resources addressing the above topics
- Please encourage your NH Healthy Families patients to contact NH Healthy Families for assistance in managing their medical condition



NH Healthy Families care management staff members are available to assist with patients who have challenges adhering to prescribed medications or have difficulty filling their prescriptions. If you have a member you feel could benefit from our care management program, please contact NH Healthy Families member services at **1-866-769-3085** and ask for medical care management.

UPDATE CORNER



Pharmacy Updates:

Visit NHhealthyfamilies.com for the latest changes 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 under "Provider News"

- [NH Healthy Families Physical Medicine Prior Authorization Provider Education Webinars](#)
- [Applied Behavioral Analysis \(ABA\) Billing Codes - Medicaid](#)

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

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**

Like us on Facebook and Twitter to stay in touch with initiatives and happenings around the state. #NHhealthy

