

Get Healthy

BULLETIN



nh healthy families™

2018 Vol. 2, No. 3



How to get information about your NH Healthy Families coverage

As your health insurance provider, it is important to us that you know how to use your benefits, what benefits are covered, and where to get the services you need. You are always welcome to call Member Services with any questions you have. Did you know there is also information on **NHhealthyfamilies.com** that can answer many of your questions?

On the website you can find:

- Your Member Handbook
- How to find a Primary Care Provider (PCP) or other doctor
- Your member benefits
- How to access emergency care and other medical services
- How to file an appeal
- Your rights and responsibilities as our member

Also, for members who do not speak English or do not feel comfortable speaking it, NH Healthy Families has a service to help. This service is very important because you and your doctor must be able to talk about your medical or behavioral health concerns in a way you both can understand. Our interpreter services are provided at no cost to you and can help with many different languages. This includes sign language. We also

have Spanish-speaking representatives available who can help you as needed. NH Healthy Families members who are blind or visually impaired can call Member Services for an oral interpretation. To arrange for interpretation services, call Member Services at **1-866-769-3085**, TTY/TDD: 1-855-742-0123.

More questions? Want a hard copy of your Member Handbook or other materials? Call Member Services. We are here Monday to Wednesday, 8 a.m. to 8 p.m. and Thursday to Friday 8 a.m. to 5 p.m. **We look forward to helping you!**



NHhealthyfamilies.com

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Be the boss of diabetes

If you have diabetes, eating well is one of the best things you can do for your health. Managing diabetes takes work. But if you do it well, you can live a healthy and active life. Use this tip list to help you manage your diabetes every day:

- Check your blood sugar levels.
- Brush and floss your teeth.
- Look at your feet for blisters or sores.



It's also important to check in with your doctor as recommended. Certain screenings help show if your treatment plan is working. Ask your doctor if you need these tests or exams:

- A1C test
- Cholesterol test
- Eye exam
- Kidney exam

Which medications are covered?

NH Healthy Families is committed to providing appropriate, quality, and cost-effective drug therapy to you, our member. NH Healthy Families covers prescription medications and certain over-the-counter medications with a written order from a participating NH Healthy Families provider. Not all medications are covered, some medications require permission before they are covered, and other medications have limits on how they are covered.

Medically necessary pharmacy services may also be covered as well. NH Healthy Families follows a set **Preferred Drug List (PDL)**. The PDL is a list of drugs determined, by doctors and pharmacists, to be effective for the treatment of certain conditions. This list is regularly reviewed and updated to maintain the quality of care provided to you. For more information on the PDL, call Member Services or visit NHhealthyfamilies.com



NHhealthyfamilies.com

Your secure online account

Use your Secure Online Member Account to manage your health.

Create your secure online member account so you can always find all of your NH Healthy Families benefits and coverage information in one place. Visit NHhealthyfamilies.com to set up your account.

To enter the secure portal, click on "Login" on the home page of the website. A new window will open.

You can create a new login or sign in if you have registered before. Creating a new account is free and easy.

By creating a NH Healthy Families account, you can:

- Change your Primary Care Doctor
- Request a new Member ID Card
- Update your personal information
- Learn how and when you need Prior Authorization for services
- Find out if there is any cost to you for a service or treatment
- Find out the status of claims you have sent to us including:
 - If the claim is being processed
 - How much of the claim was approved or paid
 - When the claim was paid
 - If there is any cost to you for a particular claim

Transitioning to an adult physician

If you are between the ages of 21 and 29, your life is full of firsts: your first job, your first apartment, your first healthcare plan. We know there's a lot going on, so we want to help you stay on track and form healthy habits. **To get started, select an adult Primary Care Provider (PCP) and make an appointment today.**

If you need help finding a PCP, call Member Services at 1-866-769-3085, TTY/TDD: 1-855-742-0123.

And check out our other tips!

- Get regular wellness exams from your PCP
- Stay up to date with your vaccinations, including a flu shot every fall
- Be aware of the health risks that run in your family
- Develop healthy habits now: exercise regularly, eat well, and get enough rest



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The best foods for a healthy mind

Protect Your Brain with these Smart Choices

Lean proteins and a variety of fruits and vegetables help to combat heart disease and stroke. New research shows they also boost brain health and reduce the risk of Alzheimer's disease. The MIND (Mediterranean-DASH Intervention for Neurodegenerative Delay) diet is packed with plant-based foods and lean meats. The good news: you don't have to follow it perfectly to get the benefits. Make sure you get enough of the following foods each week.

Whole grains: 3 servings each day

They provide glucose that fuels the brain, as well as fiber, which promotes blood flow to brain cells. Include brown rice, whole grain bread and whole grain pasta at mealtime.

Leafy greens: 1 serving each day

Leafy greens are some of the best foods for brain health, according to the American Academy of Neurology. Choose darker greens such as kale, chard and broccoli.

Vegetables: 1 serving each day

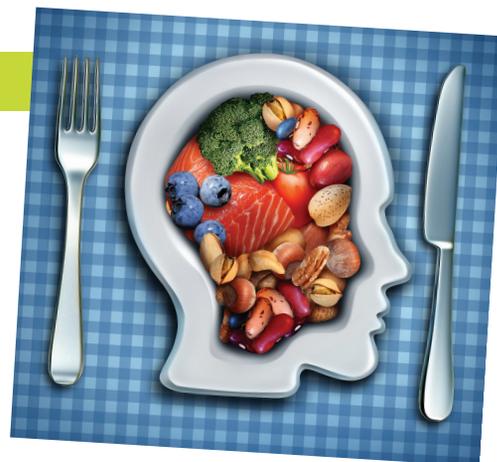
Vitamin K in vegetables helps fight inflammation and boosts motor skills. Studies show that those who eat at least 1 serving of vegetables each day show slower mental decline. Cauliflower is full of vitamin K and brain-healthy antioxidants.

Nuts: 5 servings each week

Get vitamin E from nuts, particularly almonds and sunflower seeds. Vitamin E is an antioxidant that keeps brain cells healthy.

Beans: 3 servings each week

The combination of low fat and high protein makes beans a great choice. This combo helps to grow brain cells. The fiber in beans is also important because it helps blood flow to the brain.



Berries: 2 servings each week

Load up on blueberries, especially. The anti-oxidants in berries may delay memory loss, and their anti-inflammatory power may lower the risk of Parkinson's disease.

Chicken: 2 servings each week

Poultry is a lean protein and provides B vitamins. In some cases of dementia, patients suffer more symptoms when they don't have enough vitamin B in their diet.

Fish: 1 serving each week

Research shows that "younger brains" have higher levels of omega-3 fats. Fish is rich in DHA, which is a type of omega-3 fat. Go for fatty fish such as salmon.

Foods to Avoid

Limit these each week:

- Cheese: *No more than 1 serving*
- Fried and fast food: *No more than 1 serving*
- Red meat: *No more than 4 servings*
- Sweets: *No more than 5 servings*
- Butter and margarine: *No more than 7 tablespoons*

Know your options for care

If you have several health problems, you may see several doctors for treatment. It can be hard to understand and keep track of those conditions and what to do to care for them. NH Healthy Families can help.

NH Healthy Families offers Care Management for our members. Care Managers are nurses or social workers who:

- Help you understand your health problems.
- Work with you and your doctor to help you get the care you need.

Our Care Managers can even help set up home health and locate community services for you.

Your health is our #1 priority. That's why NH Healthy Families cares about you and the healthcare you get. We have programs and staff that may be able to help you get healthy and stay healthy. We can provide you with tools and tips to help manage your health issues.

To find out if you or your family member may be able to get Care Management, call **1-866-769-3085**, TTY/TDD: 1-855-742-0123.



Get Healthy!

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- **Monday through Wednesday – 8 a.m. to 8 p.m.**
- **Thursday and Friday – 8 a.m. to 5 p.m.**

at 1-866-769-3085 TTY/TDD 1-855-742-0123.

or other materials? **Call Member Services,** More questions? Want a hard copy of your Member Handbook

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How to Get Information



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ATENCION: Si habla español, hay servicios de asistencia en su idioma disponibles sin cargo para usted. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION: Si vous parlez Français, vous pouvez bénéficier gratuitement des services d'assistance linguistique. Appelez le 1-866-769-3085 (TTY 1-855-742-0123).

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