

# Get Healthy

BULLETIN



nh healthy families™



2017 Vol. 2, No. 3

## *Taking Care of Your Family*

### **Well-Child Visits**

Even if your children seem healthy, they need to have regular well-child visits. Well-child visits, sometimes called Early Prevention Screening Detection and Treatment (EPSDT), let the doctor check your child for health problems before they get serious.

The doctor will check your child's height and weight. He or she will also test your child's vision and hearing. And make sure your child's heart and lungs are working well.

Children of all ages need to get these check-ups, including teenagers. If you want any help making an appointment, please call Member Services, [1-866-769-3085](tel:1-866-769-3085).

### **Immunizations**

It's important to stay up to date on the immunizations for your family. Immunizations are a series of shots called vaccines that can make you or your child immune or resistant to infectious diseases.

There is an immunization schedule designed to protect you and your child. This schedule is based on age and level of risk, if exposed to a dangerous disease. Talk with your provider about the recommended schedule for vaccines or to create a schedule that works best for you and your child. Work with your provider if you or your child missed any shots. It is possible to catch up and your provider can help you figure out how. Immunizations are a covered benefit under your health plan—without any cost to you. For more information please visit [www.nhhealthyfamilies.kramesonline.com](http://www.nhhealthyfamilies.kramesonline.com) to see immunization schedules.

## Get the Right Care

We want you to get the right care, at the right time, and in the right place. Utilization Management is how we make decisions about paying for care and services. Your doctor will tell us about why you need a service. NH Healthy Families clinical staff will make a decision based on:

- What is covered
- If the service is needed
- If the service works well
- If the service is right for you

We will make a decision as soon as possible based on your medical condition. Covered Services that you get must be Medically Necessary. NH Healthy Families uses standard guidelines to check Medical Necessity. NH Healthy Families has policies in place to ensure:

- Decisions are made based on the appropriateness of the care and service, and that coverage is in place.
- The organization does not reward its Network Providers or their staff to deny coverage, service, or care.
- Financial incentives for decision makers do not encourage decisions that result in denying needed treatment. NH Healthy Families does not reward doctors or staff for saying “no” to care.

When we make a choice to deny, reduce, or stop certain services, we will write to you and your doctor. This letter will explain our choice. It will also tell you how to tell us if you are unhappy with the choice. This is called “appealing” the decision. If you decide to appeal, you will not be treated differently.

### **Want to talk to someone in Utilization Management?**

Call [1-866-769-3085](tel:1-866-769-3085) for more information: Monday through Wednesday 8 a.m. to 8 p.m. and Thursday through Friday 8 a.m. to 5 p.m.

## Fall into Good Health

Fall may bring apple picking and colorful leaves, but it also means that cold and flu season has arrived. Luckily, a flu shot and good health habits can help you avoid getting sick. Follow these steps:

**Get your flu shot.** Everyone 6 months and older should get the flu shot. It’s a smart way to help you, your family, and your community stay healthy. New research shows that when healthy children and adults get vaccinated, it reduces the spread of the flu. It’s especially important for these people to get a flu vaccine:

- Adults 50 and older
- Adults with chronic conditions such as asthma or heart disease
- Pregnant women
- People who live in or work at a nursing home



**Wash your hands.** The next best thing you can do to protect yourself from flu and colds is to wash your hands regularly with soap and water. Scrub your hands for at least 20 seconds, and be sure to scrub between your fingers and under your nails.

**Don’t touch your face.** There are more than 200 viruses that cause the common cold. They live on everything you touch, including doorknobs, railings, and shopping carts. To limit the spread of germs, keep your hands away from your eyes, nose, and mouth.

**Avoid big crowds.** If cold and flu are going around in your community, limit your time in public spaces or big gatherings. Also try to avoid contact with people who might be sick with cold or flu until they feel better.

**Eat healthy foods.** Help fight cold and flu naturally by eating plenty of vitamin-rich fruits and vegetables. Eat foods that are high in vitamin C, such as red bell peppers and broccoli, to boost your immune system.

**Get your sleep.** Lack of sleep weakens your body’s natural defenses against illness. Aim to get 7 to 8 hours of sleep each night. To wind down, turn off TVs, phones, and computers 1 hour before bedtime.

## Tobacco Cessation

### You CAN Quit Smoking!

#### Free patches and coaching for NH residents!

If you live in NH and want to quit any type of tobacco (including e-cigarettes) call **1-800-QUIT-NOW (784-8669)** to speak with a Quit Coach. A Quit Coach



will call you when you sign up at **www.QuitNowNH.org**.

A Quit Coach is specially trained to help you break the cycle of using tobacco. Coaching sessions are over the phone and you can choose quitting medicines that fit your lifestyle—at

**no cost to you!** Hundreds of people in NH have quit using tobacco by talking to a Quit Coach, using quitting medications and tracking progress in the Quit Guide that is mailed to you—free!

You can also work with a NH Healthy Families Member Services representative to help quit using tobacco. This benefit is included in your coverage with NH Healthy Families. Contact a Member Services representative at [1-866-769-3085](tel:1-866-769-3085) for more information.

## Prior Authorization for Services

When you need care, always start with a call to your healthcare Provider. Some Covered Services or drugs may need Prior Authorization. Some may need review by NH Healthy Families before services or prescriptions are provided. This includes services or visits to:

- An out of Network Provider
- Some Specialists
- Home health services
- Certain surgeries
- Certain medications

Your healthcare Provider can tell you if a service or prescription needs Prior Authorization before you can get it. For more information visit the NH Healthy Families website at [NHhealthyfamilies.com](http://NHhealthyfamilies.com). You can also call Member Services at [1-866-769-3085](tel:1-866-769-3085).

## Get to Know Your Health Plan

Knowing your plan benefits is important. One easy way to learn more is to visit our website, [NHhealthyfamilies.com](http://NHhealthyfamilies.com). You can also review your Member Handbook. Both resources provide information about:

- Member Benefits
- How to access emergency care and other medical services
- How to file an appeal
- Your rights and responsibilities
- The quality improvement program.

If you would like a hard copy of your Member handbook or have any questions you can call Member Services:

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



## Enrollment and Disenrollment

There will be an annual open enrollment period for New Hampshire Medicaid Care Management program members that New Hampshire Department of Health and Human Services will tell you about. During this period, you may choose another MCO health plan for any reason. If you want to change your health plan during open enrollment, please contact the Enrollment Center at [1-888-901-4999](tel:1-888-901-4999). You can also visit the state website at [www.NHeasy.nh.gov](http://www.NHeasy.nh.gov).

Disenrollment is the process of changing your health plan or coverage. That could mean you choose to sign up with another health plan, or when you are no longer eligible for Medicaid coverage.

You can ask to disenroll with or without cause. You must follow DHHS processes to make this change. Reach out to DHHS directly by calling or writing. We will ensure that your right to switch is not restricted in any way.

Contact the DHHS Client Services at [1-888-901-4999](tel:1-888-901-4999) or in writing to:

Division of Client Services  
NH Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301

For more information about enrollment and disenrollment, please refer to your Member Handbook.

## Improving the Quality of Your Health Plan

NH Healthy Families cares about you and the health-care you get. We have many quality improvement projects to help us know if the services we are providing are good for you. We want to tell you how we're doing this year and what we're doing to improve your health now. Visit [NHhealthyfamilies.com](http://NHhealthyfamilies.com) and go to the [Quality Improvement Program](#) page to learn about our projects!

## How We Evaluate New Healthcare Solutions

NH Healthy Families is always looking at new technology, including medical procedures, drugs and devices to find ways to make you healthier. The medical staff at NH Healthy Families will decide if changes should be made to your plan based on new information. To learn more about this process, visit [NHhealthyfamilies.com](http://NHhealthyfamilies.com) or check out your Member Handbook.

## New Vendor for Incontinence Supplies

NH Healthy Families is pleased to announce a new partnership with Medline Industries. For those members who need them, Medline will provide your incontinence supplies (diapers/liners/protective under pads) starting on October 1, 2017. During the transition, your doctor and Medline will coordinate to make sure there is no interruption to your service. Medline will now mail your supplies directly to your home.

Please contact your PCP if you have any questions about your current prescription. If you have questions about this change or need to update your address, call NH Healthy Families Member Services at [1-866-769-3085](tel:1-866-769-3085):

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

## Spicy Red Bell Pepper Soup

### *Vitamin C and Spices May Help Relieve Cold Symptoms*

#### Ingredients

- 4 cups no-salt-added vegetable broth
- 1 medium red potato, peeled and diced
- 1 can (14.5 oz.) no-salt-added diced tomatoes
- 2 Tbsp. olive oil
- 4 garlic cloves, peeled and crushed
- 1 small onion, diced
- 4 large red bell peppers, cored and chopped
- 1 Tbsp. paprika
- ½ cup 1% milk
- ½ cup plain nonfat Greek yogurt



#### Directions

1. Put the broth, potato and tomatoes into a large pot and bring to a low boil over medium-high heat. Cover pot, reduce to low heat and let simmer for 20 minutes. Remove the pot from heat and let the mixture cool.
2. In a large skillet, heat the oil over medium heat and sauté garlic, onion and peppers for 10 minutes. Stir every few minutes. Sprinkle vegetables with paprika, stir and cook 2 minutes more. Remove from heat and let cool.
3. Combine broth mixture and peppers in a blender and blend until smooth.
4. Transfer blended broth and peppers to the large pot. Stir in the milk and yogurt. Warm soup gently over low heat.

Serves 4

**PER SERVING:** 190 calories, 7.5 g fat, 1.5 g saturated fat, 2 mg cholesterol, 26 g carbs, 6 g fiber, 5 g protein, 230 mg sodium

## 2018 Member Handbook

Member handbooks for NH Healthy Families members effective January 1, 2018 will be available on our website at [NHhealthyfamilies.com](http://NHhealthyfamilies.com).

You can also request a written copy, at no cost to you, by contacting Member Services at [1-866-769-3085](tel:1-866-769-3085).

**Handbooks will be available on or about November 1, 2017.**





## Independent Urgent Care Centers

NH Healthy Families is happy to partner with two Independent Urgent Care Organizations to help you get the care you need. Urgent Care are services for when you have an injury or illness, though it is usually not life threatening, must be treated within 48 hours, and you cannot wait for a visit to your PCP. NH Healthy Families partners with ClearChoiceMD and ConvenientMD. They have several locations throughout the state of NH and the bordering states for your convenience. This list can also be found on our website [here](#).

| ConvenientMD Locations |   |              |
|------------------------|---|--------------|
| Location               | Address                                 | Phone        |
| Stratham               | 1 Portsmouth Avenue, Stratham, NH 03885 | 603-772-3600 |
| Windham                | 125 Indian Rock Road, Windham, NH 03087 | 603-890-6330 |
| Concord                | 8 Loudon Road, Concord, NH 03301        | 603-226-9000 |
| Bedford                | 3 Nashua Rd, Bedford NH 03110           | 603-472-6700 |
| Dover                  | 14 Webb Place, Dover, NH 03820          | 603-742-7900 |
| Keene                  | 351 Winchester Street, Keene NH 03431   | 603-352-3406 |
| Nashua                 | 565 Amherst St, Nashua, NH 03065-1048   | 603-578-3347 |
| Portsmouth             | 599 Lafayette Rd, Portsmouth, NH 03801  | 603-942-7900 |
| Merrimack              | 2 Dobson Way, Merrimack, NH 03054       | 603-471-6069 |

| ClearChoiceMD Locations |  |              |
|-------------------------|--|--------------|
| Location                | Address  | Phone        |
| Belmont                 | 96 Daniel Webster Hwy, Belmont, NH 03220       | 603-267-0656 |
| Alton                   | 24 Homestead Place, Alton, NH 03809            | 603-822-4713 |
| Lebanon                 | 410 Miracle Mile, Lebanon, NH 03766            | 603-276-3260 |
| Portsmouth              | 750 Lafayette Rd, Portsmouth, NH 03801         | 603-427-8539 |
| Berlin, VT              | 798 US RT 302, Berlin, VT 05641                | 802-744-0138 |
| Brattleboro, VT         | 1154 Putney Rd., Brattleboro, VT 05301         | 802-490-2100 |
| South Burlington, VT    | 1200 Williston Rd., South Burlington, VT 05403 | 802-448-8205 |
| Rutland, VT             | 173 South Main St., Rutland, VT 05701          | 802-772-4165 |
| St. Albans, VT          | 178 Swanton Rd., St. Albans, VT 05478          | 802-528-5100 |
| Scarborough, ME         | 273 Payne Rd., Scarborough, ME 04074           | 207-618-9355 |

Please contact Member Services with any questions at: [1-866-769-3085](tel:1-866-769-3085).

## How to Get Information

You are always welcome to call Member Services with any questions you have. Did you know there is also information on [NHhealthyfamilies.com](http://NHhealthyfamilies.com) that can answer many of your questions?

### On the website you can find:

- ▶ Your Member Handbook
- ▶ Your member benefits
- ▶ How to access emergency care and other medical services
- ▶ Your rights and responsibilities
- ▶ How to find a doctor
- ▶ How to file an appeal

More questions? Want a hard copy of your Member Handbook or other materials? **Call Member Services, Monday through Wednesday 8 a.m. to 8 p.m. and Thursday through Friday 8 a.m. to 5 p.m. at [1-866-769-3085](tel:1-866-769-3085) TTY/TDD [1-855-742-0123](tel:1-855-742-0123).**

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1-866-769-3085  
(TDD/TTY 1-855-742-0123)



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If you do not speak English, language assistance services, free of charge, are available to you. Call 1-866-769-3085 (TTY 1-855-742-0123).

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).

Se você fala português, serviços de assistência linguística, estão disponíveis para você, gratuitamente. Ligue para 1-866-769-3085 (TTY 1-855-742-0123)

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