

**NH Healthy Families  
Addendum to the Member Handbook  
Effective January 1, 2025**

**This is important information on how your coverage has changed from that described in your NH Healthy Families Member Handbook effective January 1, 2025.** You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

We previously sent you the Member Handbook, which provides information about your coverage as an enrollee in our plan. This notice is to let you know there are changes to your benefit coverage. Below you will find information describing these changes. Please keep this information for your reference.

If you have any questions please call Member Services at 1-866-769-3085 (TDD/TTY: 1-855-742-0123) Monday - Wednesday, 8:00 a.m. to 8:00 p.m., Thursday - Friday, 8:00 a.m. to 5:00 p.m.

**Changes to your NH Healthy Families Member Handbook include:**

<b>Where you can find the change in your 2025 Member Handbook</b>	<b>Original Information</b>	<b>Corrected Information</b>	<b>What does this mean for you?</b>
On page 45, under Section 4.2 ( <i>Benefits Chart</i> )	Not applicable.	<p><b>Adult community reentry services</b> The plan covers services to help adults ages 18 and older who are getting ready to leave certain New Hampshire correctional facilities. This program offers health care services for <b>45 days before release</b> and continues to help after release if you qualify.</p> <p>Covered services include:</p> <p><b>Before Release</b> The program works with your health plan to provide:</p> <ul style="list-style-type: none"> <li>• Virtual health care visits and health screenings</li> </ul>	New program from NH DHHS, the plan covers services to help adults ages 18 and older who are getting ready to leave certain New Hampshire correctional facilities.

Where you can find the change in your 2025 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		<ul style="list-style-type: none"> <li>• Virtual and in-person peer support services</li> <li>• Treatment for substance use withdrawal</li> <li>• Scheduling health appointments for after release</li> </ul> <p><b>Upon Release</b> The program continues to help by providing:</p> <ul style="list-style-type: none"> <li>• A 30-day supply of medications at the time of release</li> </ul> <p><b>Extended Services for Those Who Qualify</b></p> <ul style="list-style-type: none"> <li>• <b>Ongoing health care coverage</b> – If you still qualify for Medicaid, you can keep receiving care. Check <i>Chapter 4: Benefits Chart</i> in the Member Handbook for details.</li> <li>• <b>Extra support</b> – You can get 12 more months of health plan support after the month you are released.</li> <li>• <b>Additional reentry services</b> – If you were in foster care, you may also qualify for both adult and youth and young adult reentry</li> </ul>	

Where you can find the change in your 2025 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		<p>services until age 26. (<i>Youth and young adult reentry services are explained separately.</i>)</p> <p>For more information, call Member Services at 1-866-769-3085 (TTY/TDD 1-855-742-0123) Monday – Wednesday 8:00 a.m. to 8:00 p.m., Thursday - Friday 8:00 a.m. to 5:00 p.m.</p>	
<p>On page 89, under Section 4.2 (<i>Benefits Chart</i>)</p>	<p>Not applicable.</p>	<p><b>Youth community reentry services</b></p> <p>The plan covers services to help youth and young adults under age 21 who are getting ready to leave certain New Hampshire detention and correctional facilities. This program offers health care services for <b>30 days before release</b> and continues to help after release if you qualify.</p> <p>Covered services include:</p> <p><b>Before Release</b> The program works with your health plan to provide:</p> <ul style="list-style-type: none"> <li>• A <b>physical check-up</b> with screenings to find out what care you may need after</li> </ul>	<p>New program from NH DHHS, the plan covers services to help youth and young adults under age 21 who are getting ready to leave certain New Hampshire detention and correctional facilities.</p>

Where you can find the change in your 2025 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		<p>release</p> <ul style="list-style-type: none"> <li>• Virtual and/or in-person health care visits and screenings</li> <li>• Scheduling health appointments for after release</li> </ul> <p><b>Upon and After Release</b> The program continues to help by providing:</p> <ul style="list-style-type: none"> <li>• A 30-day supply of medications at the time of release</li> <li>• Additional tests and treatments based on screenings done before release</li> <li>• Help with health care needs for 30 more days after release</li> </ul> <p><b>Extended Services for Those Who Qualify</b></p> <ul style="list-style-type: none"> <li>• <b>Ongoing health care coverage</b> – If you still qualify for Medicaid, you can keep receiving care. Check <i>Chapter 4: Benefits Chart</i> in the Member Handbook for details.</li> <li>• <b>Extra support</b> – You can get 12 more months of health plan support after the month you are released</li> </ul>	

Where you can find the change in your 2025 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		<ul style="list-style-type: none"> <li>○ <b>Additional reentry services</b> – Former foster youth and young adults up to age 26 may be able to get both youth and adult reentry services. <i>(Adult reentry services are explained separately.)</i></li> </ul> <p><b>More Information and Resources</b></p> <ul style="list-style-type: none"> <li>• <b>Want to know more?</b> Check the Member Handbook under <b>Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services</b> for more details.</li> </ul> <p>For more information, call Member Services at 1-866-769-3085 (TTY/TDD 1-855-742-0123) Monday – Wednesday 8:00 a.m. to 8:00 p.m., Thursday - Friday 8:00 a.m. to 5:00 p.m.</p>	

You are not required to take any action in response to this document, but we recommend you keep this information for future reference. If you have any questions please call us at 1-866-769-3085 (TTY/TDD 1- 855-742-0123) with any questions. Hours of operation are Monday – Wednesday 8:00 a.m. to 8:00 p.m., Thursday - Friday 8:00 a.m. to 5:00 p.m.

## **Statement of Non-Discrimination**

NH Healthy Families complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

NH Healthy Families cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

NH Healthy Families respecte toutes les lois fédérales en vigueur en matière de droits civils et ne se livre à aucune discrimination fondée sur la race, la couleur, l'origine nationale, l'âge, la situation de handicap ou le sexe.

ATTENTION: If you do not speak English, language assistance services are available to you at no cost. Call 1-866-769-3085 (TTY 1-855-742-0123).

ATENCIÓN: si no habla inglés, hay servicios de asistencia en diferentes idiomas disponibles para usted sin costo. Llame al 1-866-769-3085 (TTY 1-855-742-0123).

ATTENTION : si vous ne parlez pas anglais, des services d'aide linguistique sont mis à votre disposition sans paiement de votre part. Composez le 1-866-769-3085 (TTY 1-855-742-0123).