

**NH Healthy Families**  
**Addendum to the Member Handbook**  
Effective September 1, 2024

**This is important information on how your coverage has changed from that described in your NH Healthy Families Member Handbook effective September 1, 2024.** 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 2024 Member Handbook</b>	<b>Original Information</b>	<b>Corrected Information</b>	<b>What does this mean for you?</b>
On page 5, under Section 1.1 ( <i>Welcome</i> )	Your feedback is important to us. Several times each year NH Healthy Families convenes Member Advisory Council meetings to hear from members like you. If you are interested in joining the plan Member Advisory Council, let us know by calling Member Services (phone numbers are printed on the back cover of this handbook).	Your feedback is important to us. Several times each year NH Healthy Families convenes Member Advisory Board meetings to hear from members like you. If you are interested in joining the plan Member Advisory Board, let us know by calling Member Services (phone numbers are printed on the back cover of this handbook).	Updated the title of the “Member Advisory Council” to “Member Advisory Board” to align with current communications.
On page 6, under Section 1.2 ( <i>What makes you eligible to be a plan member</i> )	*Your continued eligibility for New Hampshire Medicaid is re-determined every six to twelve months. Six weeks before your eligibility is up for renewal you will receive a letter and a Redetermination	*Your continued eligibility for New Hampshire Medicaid is re-determined every six to twelve months. Several weeks before your eligibility is up for renewal you will receive a letter in the mail or a NH Easy email with a	Changed “six weeks” to “several weeks before eligibility is up for renewal the member will receive their letter in the mail or via email.” Other minor edits include DHHS notice versus letter.

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>Application in the mail from NH DHHS. To ensure there will be no break in your health care coverage, you must fill out and return the Redetermination Application by the due date stated in the letter. If you need help to complete the form, contact the NH DHHS Customer Service Center (Eligibility) toll-free at <b>1-844-ASK-DHHS</b> (1-844-275-3447) (TDD Relay Access: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:00 p.m. ET.</p>	<p>Redetermination Application from NH DHHS. To ensure there will be no break in your health care coverage, you must fill out and return the Redetermination Application by the due date stated in the notice. If you need help to complete the form, contact the NH DHHS Customer Service Center (Eligibility) toll-free at <b>1-844-ASK-DHHS</b> (1-844-275-3447) (TDD Relay Access: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:00 p.m. ET.</p>	
<p>On page 6, under Section 1.3 (<i>What to expect from the plan</i>)</p>	<p>Member ID Card image included a Date of Birth line under Member ID number.</p>	<p>Member ID Card image with removed Date of Birth line under Member ID number.</p>	<p>Removed per instruction from DHHS.</p>
<p>On page 7, under Section 1.3 (<i>What to expect from the plan</i>)</p>	<p><b>Welcome Call</b> Understanding your health and other special needs is important to us. When you first join NH Healthy Families, we will call you to welcome you as a plan member. During the call, we will explain plan rules and answer any questions you might have about the plan. We will assist you in selecting a PCP and can help with scheduling a wellness visit with your PCP.</p>	<p><b>Welcome Call</b> Understanding your health and other special needs is important to us. When you first join NH Healthy Families, we will call you to welcome you as a plan member. During the call, we will explain plan rules and answer any questions you might have about the plan. We will assist you in selecting a PCP and can help with scheduling a wellness visit with your PCP.</p>	<p>Updated to stress completing the HRA with the member's Primary Care Physician (PCP).</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	Finally, as described in the next section, we will explain the importance of completing your Health Risk Assessment Screening (HRAS).	Finally, as described in the next section, we will explain the importance of completing a Health Risk Assessment (HRA) with your Primary Care Physician (PCP).	
On page 7, under Section 1.3 ( <i>What to expect from the plan</i> )	<p><b>Health Risk Assessment Screening (HRAS)</b></p> <p>NH DHHS requires us to ask you to complete your Health Risk Assessment Screening (HRAS). The information you provide in the HRAS helps us plan and work with you to meet your health care and functional needs.</p> <p>The HRAS will include questions to identify your medical, behavioral health, functional and other needs. We will contact you about completing the HRAS. It can be completed by telephone, by mail, via the Secure Member Portal on the NH Healthy Families website, or at the pharmacy kiosks at any Walmart locations. This form is included in your Welcome Packet with a postage-paid envelope. Your completion of the HRAS is optional. However, we encourage you to complete the assessment, and return it to NH Healthy Families.</p>	<p><b>Health Risk Assessment (HRA)</b></p> <p>NH DHHS requires us to ask you to complete a Health Risk Assessment (HRA) for review with your PCP. The information you provide in the HRA helps your PCP plan and work with you to meet your health care and functional needs.</p>	Updated language from “Health Risk Assessment Screenings (HRAS)” to “Health Risk Assessment (HRA).” Completion of the HRA with a member’s PCP, removed language about other methods of completing.

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 11, under Section 2.1 (<i>How to contact NH Healthy Families Member Services</i>)</p>	<p><b>In case of a mental health and/or substance use emergency or crisis</b> – If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p>	<p><b>In case of a mental health and/or substance use emergency or crisis</b> – If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call, text or chat <b>988</b> – the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face through Mobile Crisis Teams who can meet you when and where you need them when needed.</p> <p>Or, call 211 to connect to your local Doorway for substance misuse supports and services in NH.</p>	<p>Updated from the “Mental Health Lifeline” to the correct name of “Suicide and Crisis Lifeline.” Added to the NH Rapid Response Access Point section that Crisis Teams are available. 211 information also added.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
<p>On page 14, under Section 2.4 (<i>How to contact the plan about care management</i>)</p>	<p>Care coordination is the term used to describe the plan’s practice of assisting members with getting needed services and community supports. Care coordinators make sure participants in the member’s health care team have information about all services and supports provided to the member, including which services are provided by each team member or provider. For more information, refer to Section 5.2 (<i>Care coordination support</i>).</p> <p>Call: 1-866-769-3085</p> <p>Calls to this number are toll-free. Normal business hours of operation are Monday-Wednesday 8:00 a.m. to 8:00 p.m. and Thursday - Friday 8:00 a.m. to 5:00 p.m.</p> <p>Member Services also has free language interpreter services available for non-English speakers.</p>	<p>Care management is the term used to describe the plan’s practice of assisting members with getting needed services and community supports. Care managers or care coordinators make sure participants in the member’s health care team have information about all services and supports provided to the member, including which services are provided by each team member or provider. For more information, refer to Section 5.2 (<i>Care coordination and care management support</i>).</p> <p>Call:</p> <p>Contact your PCP to help you with care coordination support. Your PCP information is located in your Welcome Letter if you are a new member. You can also log into your secure online portal, view the Provider Directory available on our website at <a href="http://www.NHhealthyfamilies.com">www.NHhealthyfamilies.com</a> or call Member Services at 1-866-769-3085. Hours are Monday – Wednesday 8 am to 8 pm, Thursday – Friday 8 am to 5 pm EST.</p>	<p>Updated terminology of care coordination to management throughout. Updated method to call and removed TTY/TDD, Fax, Write or Website. Added information on how members can identify their PCP and where they can find contact information.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 15, under Section 2.5 (<i>How to contact the plan’s Nurse Advice Line</i>)</p>	<p><b>In case of a mental health and/or substance use emergency or crisis</b> – If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point <b>(1-833-710-6477)</b> anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p>	<p><b>In case of a mental health and/or substance use emergency or crisis</b> – If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call, text or chat <b>988</b> – the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point <b>(1-833-710-6477)</b> anytime day or night. Crisis response services are available over the phone, by text, or face-to-face through Mobile Crisis Teams who can meet you when and where you need them when needed.</p> <p>Or, call 211 to connect to your local Doorway for substance misuse supports and services in NH.</p>	<p>Updated from the “Mental Health Lifeline” to the correct name of “Suicide and Crisis Lifeline.” Added to the NH Rapid Response Access Point section that Crisis Teams are available. 211 information also added.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 16, under Section 2.6 (<i>How to request behavioral health services (mental health or substance use disorder services)</i>)</p>	<p><b>In case of a behavioral health (mental health and substance use) emergency or crisis</b> – Call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p>	<p><b>In case of a behavioral health (mental health and substance use) emergency or crisis</b> – Call, text or chat <b>988</b> – the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face through Mobile Crisis Teams who can meet you when and where you need them when needed.</p> <p>Or, call 211 to connect to your local Doorway for substance misuse supports and services in NH.</p>	<p>Updated from the “Mental Health Lifeline” to the correct name of “Suicide and Crisis Lifeline.” Added to the NH Rapid Response Access Point section that Crisis Teams are available. 211 information also added.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 27, under Chapter 3 (<i>Using NH Healthy Families for Covered Services</i>)</p>	<p>For information on what services are covered by our plan, refer to the Benefits Chart in Chapter 4. The Medicaid covered services in the Benefits Chart are supported by New Hampshire Department of Health and Human Services rules (Chapters He-W, He-E, He-C, He-M, and He- P). The rules are available online at <a href="http://www.gencourt.state.nh.us/rules/about_rules/listagencies.htm">http://www.gencourt.state.nh.us/rules/about_rules/listagencies.htm</a>.</p>	<p>For information on what services are covered by our plan, refer to the Benefits Chart in Chapter 4. The Medicaid covered services in the Benefits Chart are supported by New Hampshire Department of Health and Human Services rules (Chapters He-W, He-E, He-C, He-M, and He- P). The rules are available online at <a href="https://www.gencourt.state.nh.us/rules/about_rules/listagencies.aspx">https://www.gencourt.state.nh.us/rules/about_rules/listagencies.aspx</a>.</p>	<p>Updated URL for the available rules online per DHHS.</p>
<p>On page 29, under Section 3.1 (<i>Your Primary Care Provider (PCP) provides and oversees your medical care</i>)</p>	<p>A PCP is the network provider you choose (or is assigned to you by the plan until you select one) and who you should see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and providers about your care. Your PCP has the responsibility for supervising, coordinating, and providing your primary health care. He or she initiates referrals for specialist care, and maintains the continuity of your care.</p>	<p>A PCP is the network provider you choose (or is assigned to you by the plan until you select one) and who you should see first for routine care and most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and providers about your care. Your PCP has the responsibility for supervising, coordinating, and providing your primary health care. He or she initiates referrals for specialist care, and maintains the continuity of your care.</p>	<p>Added language about the member seeing their PCP for routine care in addition to for most health problems.</p>



<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 38, under Section 3.6 (<i>Emergency, urgent, and after-hours care</i>)</p>	<p>If you have a mental health or substance use emergency:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> <li>• If you are experiencing a substance use crisis, you can call, text or chat to 988 or you can call 2-1-1 for assistance with getting connected to your local Doorway. You can access additional information at <a href="http://www.211.org">www.211.org</a>.</li> </ul>	<p>If you have a mental health or substance use emergency:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call, text or chat <b>988</b> – the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face through Mobile Crisis Teams who can meet you when and where you need them when needed.</li> <li>• Call 211 to connect to your local Doorway for substance misuse supports and services in NH.</li> </ul>	<p>Updated from the “Mental Health Lifeline” to the correct name of “Suicide and Crisis Lifeline.” Added to the NH Rapid Response Access Point section that Crisis Teams are available. 211 information also added.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
<p>On page 41, under Section 3.6 (<i>Emergency, urgent, and after-hours care</i>)</p>	<p>If you have a behavioral health emergency or behavioral health crisis:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> <li>• If you are experiencing a substance use crisis, you can call, text or chat to 988 or you can call 2-1-1 for assistance with getting connected to your local Doorway. You can access additional</li> </ul>	<p>People have better health outcomes when they connect to care EARLY. These resources are for anyone, at any time to call, text or chat for any reason. A crisis is defined by the individual and we may each experience different levels of stress. Please encourage people to call and not to wait.</p> <p>If you have a behavioral health emergency or behavioral health crisis:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call, text or chat <b>988</b> – the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis</li> </ul>	<p>Added language about “better health outcomes when members connect to care EARLY” and additional information about the resources.</p> <p>Updated from the “Mental Health Lifeline” to the correct name of “Suicide and Crisis Lifeline.” Added to the NH Rapid Response Access Point section that Crisis Teams are available. 211 information also added.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>information at <a href="http://www.211.org">www.211.org</a>.</p> <ul style="list-style-type: none"> <li>• <b>As soon as possible, make sure that our plan has been told about your emergency.</b> We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. This will help us provide or arrange for any follow-up care that you may need. We can also help you get follow-up care. Call Member Services at 1-866-769-3085 (TDD/TTY 1-855-742-0123. Relay 711).</li> </ul> <p>You do <i>not</i> need to get approval or a referral first from your PCP.</p> <p><b>What if you or someone you know struggles with addiction or substance use?</b></p> <p>NH Healthy Families understands that addiction is a disease and that access to immediate help is critical to recovery.</p>	<p>response services are available over the phone, by text, or face-to-face through Mobile Crisis Teams who can meet you when and where you need them when needed.</p> <ul style="list-style-type: none"> <li>• Or, call 211 to connect to your local Doorway for substance misuse supports and services in NH.</li> <li>• <b>As soon as possible, make sure that our plan has been told about your emergency.</b> We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. This will help us provide or arrange for any follow-up care that you may need. We can also help you get follow-up care. Call Member Services at 1-866-769-3085 (TDD/TTY 1-855-742-0123. Relay 711).</li> </ul> <p>You do <i>not</i> need to get approval or a referral first from your PCP.</p>	

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<ul style="list-style-type: none"> <li>• If you are a NH Healthy Families member struggling with addiction and are in need of urgent care, contact <i>us</i>; or</li> <li>• If you are experiencing a mental health crisis or emergency <b>get help as quickly as possible</b>. Call, text or chat <b>988</b> – the national Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> <li>• If you are experiencing a substance use crisis, you can call, text or chat to 988 or you can call 2-1-1 for assistance with getting</li> </ul>	<p><b>What if you or someone you know struggles with addiction or substance use?</b></p> <p>NH Healthy Families understands that substance use disorder, like other chronic health conditions require access to immediate help and this care is critical to recovery.</p> <ul style="list-style-type: none"> <li>• If you are a NH Healthy Families member struggling with substance misuse and are in need of urgent care, contact <i>us</i>; or</li> <li>• If you are experiencing a substance use crisis or emergency <b>get help as quickly as possible</b>. Call, text or chat <b>988</b> – the national Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or</li> </ul>	

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>connected to your local Doorway. You can access additional information at <a href="http://www.211.org">www.211.org</a>.</p> <p>You do <i>not</i> need to get approval or a referral first from your PCP.</p>	<p>emotional distress.</p> <ul style="list-style-type: none"> <li>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face Through Mobile Crisis Teams who can meet you when and where you need them when needed.</li> <li>If you are experiencing a substance use crisis or emergency <b>get help as quickly as possible</b>. Call 211 to connect to your local Doorway for substance misuse supports and services in NH.</li> </ul> <p>You do <i>not</i> need to get approval or a referral first from your PCP.</p>	
<p>On page 44, under Section 4.1 (<i>About the Benefits Chart (what is covered)</i>)</p>	<p>The Benefits Chart in this chapter explains when there are limits or prior authorization requirements for services. The Medicaid covered services in the Benefits Chart are supported by New Hampshire Department of Health and Human Services rules (Chapters He-W, He-E, He-C, He-M, and He-P). The rules are available online at <a href="http://www.gencourt.state.nh.us/rules/about_rules/listagencies.htm">http://www.gencourt.state.nh.us/rules/about_rules/listagencies.htm</a>.</p>	<p>The Benefits Chart in this chapter explains when there are limits or prior authorization requirements for services. The Medicaid covered services in the Benefits Chart are supported by New Hampshire Department of Health and Human Services rules (Chapters He-W, He-E, He-C, He-M, and He-P). The rules are available online at <a href="https://www.gencourt.state.nh.us/rules/about_rules/listagencies.aspx">https://www.gencourt.state.nh.us/rules/about_rules/listagencies.aspx</a>.</p>	<p>Updated URL for the available rules online per DHHS.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 51, under Section 4.2 (<i>Benefits Chart</i>) Services covered by the plan</p>	<p><b>Community health center services</b></p> <p>The plan covers services provided by a community health center.</p> <p>Services include the following:</p> <ul style="list-style-type: none"> <li>• Office visits for primary care and behavioral health services</li> <li>• Obstetric or gynecology (OB/GYN) visits</li> <li>• Health education</li> <li>• Medical social services</li> <li>• Nutrition services, including diabetes self-management training and medical nutrition therapy</li> <li>• Tobacco-cessation services</li> <li>• Vaccines, except for vaccines for travel out of the country</li> </ul> <p><i>Prior authorization from the plan is not required for services provided by a network provider.</i></p> <p>For more information, please call Member Services.</p>	<p><b>Community health center services</b></p> <p>The plan covers services provided by a community health center.</p> <p>Services include the following:</p> <ul style="list-style-type: none"> <li>• Office visits for primary care and behavioral health services</li> <li>• Obstetric or gynecology (OB/GYN) visits</li> <li>• Health education</li> <li>• Medical social services</li> <li>• Nutrition services, including diabetes self-management training and medical nutrition therapy</li> <li>• Nicotine-cessation services</li> <li>• Vaccines, except for vaccines for travel out of the country</li> </ul> <p><i>Prior authorization from the plan is not required for services provided by a network provider.</i></p> <p>For more information, please call Member Services.</p>	<p>Updated “Tobacco-cessation services” to “Nicotine-cessation services.”</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 51, under Section 4.2 (<i>Benefits Chart</i>) Services covered by the plan</p>	<p><b>Counseling to stop smoking or tobacco use</b></p> <p>The plan covers counseling on quitting smoking or tobacco use. (Refer also to “Smoking cessation” in the Benefits Chart.)</p> <p>The Tobacco Cessation Program provides telephonic education and support services to reduce the risk of tobacco related health conditions such as high blood pressure, heart disease and certain cancers by promoting cessation of all tobacco products.</p> <p><i>Prior authorization from the plan is not required for services provided by a network provider.</i></p> <p>For more information, please call Member Services.</p>	<p><b>Counseling/coaching to stop smoking tobacco or other nicotine use</b></p> <p>The plan covers counseling on quitting smoking, tobacco or other nicotine use. (Refer also to “Tobacco and nicotine use treatment services” in the Benefits Chart.)</p> <p>The Nicotine Cessation Program provides telephonic education and support services to reduce the risk of tobacco or other nicotine-related health conditions such as high blood pressure, heart disease and certain cancers by promoting cessation of all tobacco products.</p> <p><i>Prior authorization from the plan is not required for services provided by a network provider.</i></p> <p>For more information, please call Member Services.</p>	<p>Included coaching and other nicotine use in addition to tobacco throughout.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
<p>On page 67, under Section 4.2 (<i>Benefits Chart</i>) Services covered by the plan</p>	<p><b>Maternity services</b></p> <p>The plan covers pre-natal, delivery, nursery, and postpartum maternity services. Delivery is covered in a hospital and birthing center (whether in the birthing center or as a home birth when attended by birthing center staff), and in your home. Any required laboratory and ultrasound services are also covered.</p> <p>Additional maternity related services are also available through the Home Visiting NH and Comprehensive Family Support Services programs. For information about these programs, please call the NH Division of Public Health Services toll-free at <b>1-800-852-3345</b>, ext. 14501 (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:30 p.m. ET.</p> <p><i>Prior authorization from the plan is not required for services provided by network providers.</i></p> <p>For more information, please call Member Services.</p>	<p><b>Maternity and lactation consultation services</b></p> <p>The plan covers pre-natal, delivery, nursery, and postpartum maternity services. Delivery is covered in a hospital and birthing center (whether in the birthing center or as a home birth when attended by birthing center staff), and in your home. Any required laboratory and ultrasound services are also covered.</p> <p>Lactation consultation and supportive services are covered by the plan when furnished in a provider’s office, your home, a hospital, nursing facility, or elsewhere for eligible breastfeeding (or lactating) members, including:</p> <ul style="list-style-type: none"> <li>• Breastfeeding education</li> <li>• Individual and group lactation consultation</li> </ul> <p>Additional maternity related services are also available through the Home Visiting NH and Comprehensive Family Support Services programs. For information about these</p>	<p>Added information on lactation consultation services.</p>



Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
		<p>NH Division of Public Health Services toll-free at <b>1-800-852-3345</b>, ext. 14501 (TDD Access Relay: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:30 p.m. ET.</p> <p><i>Prior authorization from the plan is not required for services provided by network providers.</i></p> <p>For more information, please call Member Services.</p>	
<p>On page 71, under Section 4.2 (<i>Benefits Chart</i>) Services covered by the plan, Outpatient mental health services</p>	<p><b>If you are experiencing a mental health or substance use crisis</b>—call, text or chat <b>988</b>—the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress. Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face. You do not need to get approval or a referral first from your PCP.</p>	<p><b>If you are experiencing a mental health or substance use crisis</b>—</p> <p>Call 211 to connect to your local Doorway for substance misuse supports and services in NH.</p> <p>Or, call, text or chat <b>988</b>—the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress. Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face. You do not need to get approval or a referral first from your PCP.</p>	<p>Added 211 resource as well as updating the 988 resource from “Mental Health Lifeline” to “Suicide and Crisis Lifeline.”</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 81, under Section 4.2 (<i>Benefits Chart</i>) Services covered by the plan, Substance use disorder (SUD) treatment services</p>	<p><b>If you are experiencing a mental health or substance use crisis</b>— call, text or chat <b>988</b>—the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress. Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face. You do not need to get approval or a referral first from your PCP.</p>	<p><b>If you are experiencing a mental health or substance use crisis</b>—</p> <p>Call 211 to connect to your local Doorway for substance misuse supports and services in NH.</p> <p>Or, call, text or chat <b>988</b>—the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress. Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face. You do not need to get approval or a referral first from your PCP.</p>	<p>Added 211 resource as well as updating the 988 resource from “Mental health Lifeline” to “Suicide and Crisis Lifeline.”</p>
<p>On page 83, under Section 4.2 (<i>Benefits Chart</i>) Services covered by the plan</p>	<p><b>Tobacco use treatment services</b></p> <p>The plan supports telephonic and on-line tobacco* cessation services, quit coaching and counseling, and covers nicotine replacement therapy prescriptions and over-the-counter products at no cost.</p>	<p><b>Tobacco and nicotine use treatment services</b></p> <p>The plan supports telephonic and on-line tobacco* and nicotine use cessation services, quit coaching and counseling, and covers nicotine replacement therapy prescriptions and over-the-counter products at no cost.</p>	<p>Included nicotine in treatment services information throughout.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>For supportive services:</p> <ul style="list-style-type: none"> <li>• The plan supports <i>QuitNow-NH</i> tobacco cessation services whether you smoke, chew, snuff, or vape. Call toll-free <b>1-800-QUIT-NOW</b> (1-800-784-8669) (TDD Relay Access <b>1-800-833-1477</b>), 24 hours a day, 7 days a week; or log on to <a href="http://www.QuitNow-NH.org">www.QuitNow-NH.org</a>. For more information, please call Member Services.</li> <li>• Adolescents may call or Text “Start My Quit” to 1-855-891-9989 or visit <a href="http://www.mylifemyquit.com">www.mylifemyquit.com</a>.</li> <li>• For a list of covered nicotine replacement therapy prescriptions and generic over-the-counter products available through network pharmacies, refer to the plan’s Prescription Drug List.</li> </ul>	<p>For supportive services:</p> <ul style="list-style-type: none"> <li>• The plan supports <i>QuitNowNH</i> tobacco and nicotine use treatment services whether you smoke, chew, snuff, or vape. Call toll-free <b>1-800-QUIT-NOW</b> (1-800-784-8669) (TDD Relay Access <b>1-800-833-1477</b>), 24 hours a day, 7 days a week; or log on to <a href="http://www.QuitNowNH.org">www.QuitNowNH.org</a>.</li> <li>• Adolescents may call or Text “Start My Quit” to 1-855-891-9989 or visit <a href="http://www.mylifemyquit.com">www.mylifemyquit.com</a>.</li> <li>• For a list of covered nicotine replacement therapy prescriptions and generic over-the-counter products available through network pharmacies, refer to the plan’s Prescription Drug List.</li> <li>• Tobacco and nicotine use treatment services covered by the plan are eight (8) counseling sessions per quit attempt with two (2) quit attempts per member each year when provided by your PCP or other qualified provider.</li> </ul>	

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 86, under Section 4.2 (<i>Benefits Chart</i>) Services covered by the plan, Urgently needed care</p>	<p><b>If you require urgently needed care for a mental health or substance use crisis</b> call, text or chat <b>988</b> – the Mental Health Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point <b>(1-833-710-6477)</b> anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p> <p>You do <i>not</i> need to get approval or a referral first from your PCP.</p>	<p><b>If you require urgently needed care for a mental health or substance use crisis</b> –</p> <p>Call, text or chat <b>988</b> – the Suicide and Crisis Lifeline 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline is a national service that provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point <b>(1-833-710-6477)</b> anytime day or night. Crisis response services are available over the phone, by text, or face-to-face through Mobile Crisis Teams who can meet you when and where you need them when needed.</p> <p>Or, call 211 to connect to your local Doorway for substance misuse supports and services in NH.</p> <p>You do <i>not</i> need to get approval or a referral first from your PCP.</p>	<p>Added 211 resource as well as updating the 988 resource from “Mental health Lifeline” to “Suicide and Crisis Lifeline.”</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 88, under Section 4.3 (<i>Extra benefits provided by the plan</i>)</p>	<p>Our plan offers some extra benefits at no cost to you. NH Healthy Families has programs that add value to your covered services. We are always looking for ways to help you stay healthy or improve your health. Check our website at <a href="http://www.NHhealthyfamilies.com">www.NHhealthyfamilies.com</a> for the most up-to-date list of value added benefits or call Member Services for more information.</p>	<p>Our plan offers some extra benefits at no cost to you. NH Healthy Families has programs that add value to your covered services. We are always looking for ways to help you stay healthy or improve your health.</p> <p>My Health Pays® is a wellness program that awards dollars* to Health Heroes. Completing your Welcome Call, your forms, PCP Wellness Visits, screenings, and activities for both physical and behavioral health can earn you up to \$250* every year.</p> <p>Check out our website at <a href="http://www.NHhealthyfamilies.com">www.NHhealthyfamilies.com</a> for the most up-to-date list of Health Hero My Health Pays rewards, other incentives and value added benefits or call Member Services for more information 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> <hr/> <p><b><i>Please note: Refer to pages 88-99 in the handbook with all the categorized rewards by Health Hero type and other reward types.</i></b></p>	<p>This section has been updated to show all the member rewards by Health Hero type as well as other reward types available. Please see pages 88-99 in the handbook for complete list.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 100, under Section 4.4 (<i>New Hampshire Medicaid benefits covered outside the plan</i>)</p>	<p>The following services are not covered by our plan. However, these services are available through New Hampshire Medicaid as long as the provider is enrolled with New Hampshire Medicaid:</p> <ul style="list-style-type: none"> <li>• Some prescription drugs are covered by New Hampshire Medicaid when billed through a pharmacy. They include, but are not limited to, certain prescription drugs used to treat Hemophilia, and the drugs Carbaglu®, Ravicti®, Zolgensma®, Skysona®, Zynteglo®, and Hemgenix®. The pharmacy will bill New Hampshire Medicaid for these medications.</li> <li>• Certain cell and gene therapies billed by providers through the plan are covered by New Hampshire Medicaid for eligible members.</li> </ul>	<p>The following services are not covered by our plan. However, these services are available through New Hampshire Medicaid as long as the provider is enrolled with New Hampshire Medicaid:</p> <ul style="list-style-type: none"> <li>• Dental and oral health services are not covered by our plan. However, some dental and oral health services are available, as follows: <ul style="list-style-type: none"> <li>○ For members under age 21 years, comprehensive dental services are coordinated through New Hampshire Medicaid as long as the provider is enrolled with New Hampshire Medicaid</li> </ul> </li> </ul>	<p>Removed information on prescription drugs and certain cell and gene therapies from this section per DHHS.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<ul style="list-style-type: none"> <li>• Dental and oral health services are not covered by our plan. However, some dental and oral health services are available, as follows:               <ul style="list-style-type: none"> <li>○ For members under age 21 years, comprehensive dental services are coordinated through New Hampshire Medicaid as long as the provider is enrolled with New Hampshire Medicaid</li> </ul> </li> </ul>		
<p>On page 103, under Section 5.1 (<i>Staying healthy</i>)</p>	<p>NH Healthy Families has many options to help you get and stay healthy. We believe in treating the whole person and throughout this handbook you will find programs that reinforce this practice. Some of the programs listed in Section 4.3 (Extra benefits) can help improve your quality of life.</p> <p>NH Healthy Families also wants to make sure you get supportive services to ensure that your care is effective.</p>	<p>Getting regular routine health care visits (sometimes called a “wellness visit”) with your PCP are important to your health and well-being. Your PCP can help you keep up to date with gender and age specific preventive care screenings like mammograms, PAP smears, and other health screenings. Your PCP can also help identify and refer you to other services you may need to stay healthy.</p>	<p>Added information for the member regarding the new Primary Care Provider (PCP) model per DHHS.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
	<p>Habilitative and rehabilitative services are part of your covered benefits (see Chapter 4) along with support for your children’s and your own preventive care needs.</p>	<p>Regular visits with your PCP help build a strong, trusting relationship with your provider which is shown to have positive effects on health outcomes.</p> <p>Your Primary Care Provider (PCP) is the best resource to help coordinate your care and keep you healthy. Your PCP can provide referrals to specialists, complete screenings to determine a behavioral health need, and coordinate other needs such as access to education or financial resources. The first step is making an annual visit with your PCP and completing a Health Risk Assessment (HRA) to help your PCP identify your unique needs. NH Healthy Families can assist in making your appointments with your PCP by calling our Member Services department at 1-866-769-3085.</p> <p>NH Healthy Families also wants to make sure you get supportive services to ensure that your care is effective. Habilitative and rehabilitative services are part of your covered benefits (see Chapter 4) along with support for your children’s and your own preventive care needs.</p>	



<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 104, under Section 5.2 (<i>Care coordination and care management support</i>)</p>	<p>NH Healthy Families understands you may need assistance navigating the healthcare system. We offer care management services to assist with scheduling appointments, arranging for transportation, housing, and connecting you with community resources such as food stamps, utilities, and support groups.</p> <p>Care Management is available for all participants. You or your doctor can refer for care management services. You will be assigned a primary care manager who will contact you through the method of communication you prefer, at a time you choose as well. Your care manager will work with you, your PCP, all of your other providers, and other health insurance you have to make sure that you get all of the series that you need. We will develop a plan of care with goals for you to work towards. There is no fee or charge to your participation, and you can choose to dis-enroll at any time.</p>	<p>NH Healthy Families understands that certain members may need assistance navigating the healthcare system. We offer care management services for these Members to assist with scheduling appointments, arranging for transportation, housing, and connecting you with community resources such as food stamps, utilities, and support groups. Care Coordination services is offered through your Primary Care Provider’s (PCP) office, and they can help get the services needed as well.</p> <p>Care Management is available for all participants. You or your doctor can refer for care management services. You will be assigned a primary care manager who will contact you through the method of communication you prefer, at a time you choose as well. Your care manager will work with you, your PCP, all of your other providers, your family and caregivers, and other health insurance you have to make sure that you get all of the series that you need. We will develop a plan of care and share this plan with your PCP or</p>	<p>Added language to adapt to the new PCP Prevention Focused Model of care per DHHS.</p>

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
	<p>Our Care Managers are registered nurses, behavioral health clinicians or social workers. They help our members understand major health problems and assist in arranging members’ health care needs. Care Managers work with members and their providers or doctors to help identify barriers and support the provider’s plan of care. We also will provide support to your caregivers and family members taking care of you if needed.</p> <p>Members enrolled in care management often see several doctors. They may need medical supplies or help at home. NH Healthy Families’ Care Managers can assist members in coordinating aspects of their care. Members enrolled in Care Management often have complex conditions such as Sickle Cell, Multiple Sclerosis, Kidney or Renal Disease, Organ Transplants, Cancer, Hemophilia, and/or Depression.</p> <p>Your care manager will also help you when you</p>	<p>provider(s). The plan of care has goals for you to work towards. There is no fee or charge to your participation, and you can choose to dis-enroll at any time.</p> <p>Our Care Managers are registered nurses, behavioral health clinicians or social workers. They help our members understand major health problems and assist in arranging members’ health care needs. Care Managers work with members and their providers or doctors to help identify barriers and support the provider’s plan of care. We also will provide support to your caregivers and family members taking care of you if needed.</p> <p>Members enrolled in care management often see several doctors. They may need medical supplies or help at home. NH Healthy Families’ Care Managers can assist members in coordinating aspects of their care. Members enrolled in Care Management often have conditions such as, Organ Transplants, Cancer, Hemophilia, Depression, BiPolar</p>	

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
	<p>are leaving the hospital or other short-term medical setting to make sure you get the services you need when you get home. These services may include home care visits or therapies. If you need help with any part of your health care services or with connecting with another state or local program, please call your care manager or Case Management Department at 1-866-769-3085.</p> <p>In addition to Care Managers, NH Healthy Families has Coordinators who specialize and work with Care Managers in coordinating care. These coordinators are dedicated to the following issues: Long Term Care Needs, Developmental Disabilities, Special Care Needs, Foster Care, Mental Health, Substance Use Disorder, and Housing Needs. Through our Transition of Care Management program, Coordinators also contact members who have admitted or readmitted to acute care hospitals to offer care management.</p>	<p>Disorder, Autism, and/or Breathing Problems.</p> <p>Your care manager will also help you when you are leaving the hospital or other short-term medical setting to make sure you get the services you need when you get home. These services may include home care visits or therapies. If you need help with any part of your health care services or with connecting with another state or local program, please call your care manager or Case Management Department at 1-866-769-3085.</p> <p>In addition to Care Managers, NH Healthy Families has Coordinators who specialize and work with Care Managers in coordinating care. These coordinators are dedicated to the following issues: Developmental Disabilities, Special Care Needs, and Housing Needs. Through our Transition Services program, Coordinators also contact members who have admitted or readmitted to acute care hospitals to make sure you have a successful transition back into the community.</p>	

<p><b>Where you can find the change in your 2024 Member Handbook</b></p>	<p><b>Original Information</b></p>	<p><b>Corrected Information</b></p>	<p><b>What does this mean for you?</b></p>
<p>On page 108, under Section 5.3 (<i>Continuity of care, including transitions of care</i>)</p>	<p><b>Transferring from another MCO</b></p> <p>When a member is transitioning from another Managed Care Organization (MCO), NH Healthy Families will ensure prior authorizations are honored. If a member chooses to transfer to another MCO, NH Healthy Families will coordinate with either that MCO, the New Hampshire Department of Health and Human Services or both, to ensure all information is securely transferred and made available for review. This will enable the care coordination process, and ensure the member moves smoothly along the continuum of care when changing MCOs. If the member is using a specific provider when transferring, NH Healthy Families will allow, via the authorization process, for the member to continue to see that provider during the transition, aligning to the coordination of care (COC) requirements. The MCO will continue to ensure the member’s needs are met.</p>	<p><b>Transferring from another MCO</b></p> <p>When a member is transitioning from another Managed Care Organization (MCO), NH Healthy Families will ensure prior authorizations are honored. If a member chooses to transfer to another MCO, NH Healthy Families will coordinate with either that MCO, the New Hampshire Department of Health and Human Services or both, to ensure all information is securely transferred and made available for review. This will enable the care coordination process, and ensure the member moves smoothly along the continuum of care when changing MCOs. If the member is using a specific provider when transferring, NH Healthy Families will allow, via the authorization process, for the member to continue to see that provider during the transition, aligning to the coordination of care (COC) requirements. The MCO will continue to ensure the member’s needs are met.</p>	<p>“Special Medical Services or Partners in Health Services” replaced with “certain specialized state programs that support members” per DHHS.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>*Including children or infants in foster care; requiring care in a neonatal intensive care unit; diagnosed with neonatal abstinence syndrome (NAS); in high stress social environments/caregiver stress; receiving family centered early supports and services, or participating in Special Medical Services or Partners in Health Services with a serious emotional disturbance, intellectual developmental disability or substance use disorder diagnosis.</p>	<p>*Including children or infants in foster care; requiring care in a neonatal intensive care unit; diagnosed with neonatal abstinence syndrome (NAS); in high stress social environments/caregiver stress; receiving family centered early supports and services, or participating in certain specialized state programs that support members with a serious emotional disturbance, intellectual developmental disability or substance use disorder diagnosis.</p>	
<p>On page 120, under Section 7.1 (<i>Drug coverage rules and restrictions</i>)</p>	<p><b>Medical Necessity Requests</b></p> <p>If you require a medication that does not appear on the PDL, your PCP can make a medical necessity (MN) request for the medication. It is anticipated that such exceptions will be rare and that PDL medications will be appropriate to treat the vast majority of medical conditions. NH Healthy Families requires:</p> <ul style="list-style-type: none"> <li>• Documentation of failure of at least two PDL agents within the same</li> </ul>	<p><b>Medical Necessity Requests</b></p> <p>If you require a medication that does not appear on the PDL, your PCP can make a medical necessity (MN) request for the medication. It is anticipated that such exceptions will be rare and that PDL medications will be appropriate to treat the vast majority of medical conditions. NH Healthy Families requires:</p> <ul style="list-style-type: none"> <li>• Documentation of failure of PDL agents within the same therapeutic class (provided</li> </ul>	<p>Removal of “at least two” or “two” PDL agents.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>therapeutic class (provided two agents exist in the therapeutic category with comparable labeled indications) for the same diagnosis (e.g. migraine, neuropathic pain, etc.); or</p> <ul style="list-style-type: none"> <li>• Documented intolerance or contraindication to at least two PDL agents within the same therapeutic class (provided two agents exist in the therapeutic category with comparable labeled indications); or</li> <li>• Documented clinical history or presentation where the patient is not a candidate for any of the PDL agents for the indication.</li> </ul>	<p>agents exist in the therapeutic category with comparable labeled indications) for the same diagnosis (e.g. migraine, neuropathic pain, etc.); or</p> <ul style="list-style-type: none"> <li>• Documented intolerance or contraindication to PDL agents within the same therapeutic class (provided agents exist in the therapeutic category with comparable labeled indications); or</li> <li>• Documented clinical history or presentation where the patient is not a candidate for any of the PDL agents for the indication.</li> </ul>	
<p>On page 127, under Section 7.6 (<i>Programs to help members use drugs safely</i>)</p>	<p>We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.</p> <p>We do a review each time you fill a prescription. We also</p>	<p><b>Comprehensive Medication Review</b></p> <p>NH Healthy Families reimburses Providers and Pharmacies for completion of a Comprehensive Medication Review (CMR) for eligible Members. A CMR is a detailed review of a Member’s medication profile to ensure accurate medication</p>	<p>Updated to reflect the provider or pharmacy’s role in conducting a member’s Comprehensive Medication Review as part of the PCP Prevention Focused Model of care per DHHS.</p>

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p>review our records on a regular basis. During these reviews, we look for potential problems such as:</p> <ul style="list-style-type: none"> <li>• Possible medication errors;</li> <li>• Drugs that may not be necessary because you are taking another drug to treat the same medical condition;</li> <li>• Drugs that may not be safe or appropriate because of your age or gender;</li> <li>• Certain combinations of drugs that could harm you if taken at the same time;</li> <li>• Prescriptions that have ingredients you are allergic to; and</li> <li>• Possible errors in the amount (dosage) of a drug you are taking.</li> </ul> <p>If we see a possible problem in your use of medications, we will work with your provider to correct the problem.</p>	<p>utilization and prevention of duplicate therapies or drug interactions. NH Healthy Families works in collaboration with network pharmacies and providers to offer all necessary information for this service to be provided to Members through the Primary Care and Prevention Focused Care Model.</p> <p><b>Drug Utilization Review</b></p> <p>Your PCP, pharmacist, or another qualified provider may conduct a comprehensive medication review to help make sure that members are getting safe and appropriate care. These reviews are especially important for members who take multiple medications and/or have more than one provider who prescribes their drugs.</p> <p>During these reviews, the provider or pharmacist will look for potential problems such as:</p> <ul style="list-style-type: none"> <li>• Possible medication errors;</li> </ul>	

Where you can find the change in your 2024 Member Handbook	Original Information	Corrected Information	What does this mean for you?
	<p><b>Comprehensive Medication Review</b></p> <p>NH Healthy Families offers a Comprehensive Medication Review for all members. Please feel free to outreach to NH Healthy Families if you feel you could benefit from this service.</p>	<ul style="list-style-type: none"> <li>• Drugs that may not be necessary because you are taking another drug to treat the same medical condition;</li> <li>• Drugs that may not be safe or appropriate because of your age or gender;</li> <li>• Certain combinations of drugs that could harm you if taken at the same time;</li> <li>• Prescriptions that have ingredients you are allergic to; and</li> <li>• Possible errors in the amount (dosage) of a drug you are taking.</li> </ul> <p>The provider will address and correct any possible problems.</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).