

GET healthy



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[NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)

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May is Mental Health Awareness Month

Mental health is just as important as physical health — for adults and for kids. One in five kids in the U.S. experience a mental health issue, such as anxiety, ADHD and depression, and mental health problems can run in families. Take some time to attend to your mental health — your kids' too.

Mental health tips to help your kids:

1. **Pay attention.** Notice what they say and how they act. Provide a safe space, and teach them how to talk about how they're feeling.
2. **Show the way.** Find age-appropriate ways to let your kids see how you deal with mistakes, setbacks or disappointment. It will help them do the same and make it easier for them to admit mistakes and bounce back.
3. **Build independence.** As long as it's safe, let children figure things out and build a sense of independence. Resist the urge to swoop in when things go wrong.
4. **Boredom is OK.** You don't have to schedule every free moment with playdates or activities. Boredom can lead to creativity.
5. **Provide structure.** Set regular mealtimes and bedtimes, limits on electronics, and rules for play and how to treat others. Always show kids you care about them. Create boundaries, and be flexible when you need to.

Only about 21% of children with a mental health problem get treatment. Some warning signs your child might need help include:

- Being unusually anxious about simple things like meeting new people
- Having a mood change that lasts more than two weeks
- Having trouble concentrating or sitting still

If you notice any of these signs, start with a call to your child's doctor.

Sources:

<https://www.unitedway.org/blog/5-ways-to-improve-your-mental-health>
<https://www.childrens.com/health-wellness/how-to-nuture-your-childs-mental-health>
<https://www.verywellfamily.com/improve-childrens-mental-health-4154379>
<https://www.mhanational.org/what-every-child-needs-good-mental-health>

**Small steps
can lead to
big progress
in mental health.**



Reminder of Your Communication Access Rights with Your Pharmacy

Remember that as a Medicaid member, your pharmacy must provide you with access to language services if needed at no cost to you. You can receive language services in-person through an interpreter, audio or visual communication, to help understand your prescription label, medication instructions, and any other relevant written information.

Pharmacies are obligated and in some cases required to provide translation services at no cost to you. If you have experienced an issue or have concern, the New Hampshire Department of Health and Human Services has a Communication Access Concern Form available at <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-12/ohe-comm-access-form.pdf>. Thank you!

New Hampshire Department of Health and Human Services
Communication Access Concern Form
Please complete this to help us improve our processes
Completing this form will not affect your benefits

Client Information (optional)
Name: Jane Doe
Street Address: 1234 Oak Street
City: Nashua State: NH Zip:
E-mail: name@xyz.org Phone: (603) 111-1111

Date of Encounter/Visit: 06/03/22 Location/Site: Nashua OO
DSHS Program being accessed: NHEP
Client's Preferred Language (in which communication assistance is needed for encounters): Greek
Description of Concern (what happened):
No interpreter provided, couldn't understand questions

Person completing form (if other than client):
Name: Provider Position/role: Representative
E-mail: anela.naucica@dhhs.nh.gov Phone: (603) 271-5991

We may find it helpful to contact you for more information. Are you willing to be contacted? Yes

Please return form to:
Office of Health Equity
Attn: Communication Access Coordinator
97 Pleasant Street, Payson Building
Concord, NH 03301
603-275-5992, Fax 603-271-6224
Communication.Access@dhhs.nh.gov

Member Rights and Responsibilities

Make sure you get the treatment you deserve.

As a NH Healthy Families member, you have many rights and responsibilities. These rights cover your treatment, privacy, and access to information.

Your rights include, but are not limited to:

- The right to receive all services that we must provide
- Being treated with dignity and respect when receiving care
- Knowing that your medical record information will be kept private
- The right to request an appeal from NH Healthy Families or from a state agency

Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Bringing your ID card with you to all appointments
- Telling your PCP if you receive care in an emergency room

To learn more about your Member Rights and Responsibilities refer to section 9 of your [member handbook](#) or visit NHhealthyfamilies.com under **Member Resources**.

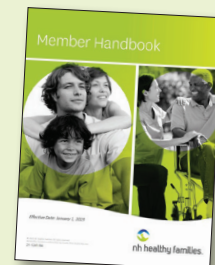
Your Disenrollment Rights

Disenrollment is the process of changing your health plan or coverage. That could mean you choose to sign up with another plan, or when you are no longer eligible for Medicaid coverage. You can ask to disenroll with or without cause. NH DHHS determines if you are eligible to disenroll. To request disenrollment from your plan, call or write to NH DHHS. Contact the NH DHHS Customer Service Center at **1-844-ASK-DHHS (1-844-275-3447) (TDD Access Relay: 1-800-735-2964)**, Monday through Friday, 8:00 a.m. – 4:00 p.m. ET. We will ensure that your right to switch is not restricted in any way.

To request disenrollment in writing mail to:

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

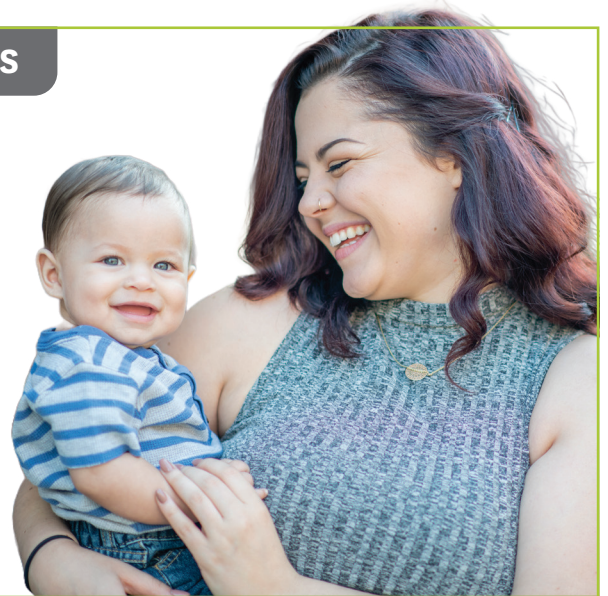
For a full list of disenrollment rights and reasons, please see section 11.1 of your [Member Handbook](#) or visit NHhealthyfamilies.com under **Member Resources**.





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Lead Test Little Ones!



All NH children need to be tested for lead to help them stay healthy.

1. The first test should be completed around the child's first birthday.
2. The second test should be completed around the child's second birthday.

Toxic lead can be in dust, air, dirt, paint, or toys. **A lead screening test is quick and easy** – it can be completed at a child's wellness visit with their doctor.

For more information about lead screening, including help scheduling an appointment for your child, contact us at the phone number below.



Be sure to visit leadfreekidsnh.org for great resources including the Happy, Healthy, Lead-Free Me! read along book!

NEW IN MARCH 2024 THROUGH AUGUST 2024!

Eligible* Children who complete a testing March 2024 - August 2024 will qualify for one of three \$100 Amazon gift card** drawings each month.



All qualifying members who completed testing in January and February are eligible to win. Winners will be notified via email and gift cards will be express mailed.

*Only NH Healthy Families members whose birthdays fall between 1/1/2023 and 8/31/2023, and/or 1/1/2022 and 8/31/2022 are eligible for this promotion.

**Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

Did you know?



New Hampshire has some of the oldest housing of anywhere in the United States with 55% of its homes built before 1978, the year lead-based paint was banned.

Source: Courtesy of NH DHHS

1-866-769-3085
TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com

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** 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? You also have the right to receive a Provider Directory. All of these materials are available at no cost to you.

Call Member Services,

- 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.

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Facebook.com/NHhealthyfamilies

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).

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