

GET healthy



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In This Issue:

- 2 -

Important Screenings and Prevention Information for Women

- 2 -

Other Health Reminders

- 3 -

Appointment Accessibility Standards

- 3 -

Use Family and Friends Transportation First!

- 3 -

Manage Your Rides Online!

Are You a Health Hero?

A Health Hero is a NH Healthy Families member who...

- Understands the importance of their relationship with their PCP
- Takes charge of their own health
- Communicates with their Primary Care Provider (PCP) and with their Health Plan (NH Healthy Families)
- Participates in annual wellness and prevention activities, and follow-up appointments
- Earns up to \$250* in My Health Pays® dollar rewards every year (visit the Rewards Program webpage at nhhealthyfamilies.com to see all the Health Hero types and dollar rewards you can earn!)



How do you become a Health Hero?

- Choose a Primary Care Provider (PCP)
- Complete your member forms
- Participate in your Welcome Call with us
- Communicate any changes in your healthcare to us, like: A family move, A pregnancy, A change in your PCP
- Visit your PCP to complete your annual Wellness visit
- Follow your PCP's advice for screenings, vaccinations and follow-up appointments

Do you want to be a Health Hero, but need help getting started? Contact us at **1-866-769-3085** today!

*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.



nh healthy families.

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LEAD TEST LITTLE ONES!

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.

Children should be tested for lead at one, and two years of age. Lead testing is quick, easy and can be completed during a wellness visit.

leadfreekidsnh.org

Source: Courtesy of NH DHHS



Important Screenings and Prevention Information for Women

Regular Gynecologic Exams

Regular gynecologic exams are important for women because they can help prevent certain cancers and complications from other conditions. The good news is that a leading cause of cervical cancer, human papillomavirus or HPV) can be detected early. Complications can also be prevented if conditions like chlamydia are caught early and treated. Reach out to your PCP or gynecologist to find out when screening should start for you. More information about cervical cancer and steps you can take to prevent it is available

from The Centers for Disease Control and Prevention <https://www.cdc.gov/cervical-cancer/prevention/>.

Breast Cancer Screenings

When it comes to breast cancer, early detection and education are powerful tools for staying healthy. Taking proactive steps like getting screened and encouraging your loved ones to do the same can make a big difference. Check out the National Breast Cancer Foundation’s free guides and resources: <https://www.nationalbreastcancer.org/educational-guides/>.

Other Health Reminders

How to Take Better Care of Your Back and Prevent Pain

You never really appreciate how much your back does for you every day, until you have back pain. And it's more than just an inconvenience. The American Chiropractic Association reports that back pain is one of the most frequent excuses for missing work and is the second-most common reason that people visit the doctor.

Start With the Spine

Your spine supports your back, so take good care of it with these tips:

- Sleep right. If you're a side sleeper, you're on the right track. Sleeping on your stomach puts pressure on your spine (If you sleep on your back, doctors advise putting a pillow under your knees).
- Stretch it out. Flexibility is important for joint function and stretching can also help release pressure on the spine created by sitting or standing.
- Drink up. Staying hydrated is another way to help your spine.
- Sit up straight. Your mom was right; good posture matters.

Mind Your Muscles

The muscles in your back and core are essential for a strong and healthy back. To care for them, do the following:



- Work those abs. Even if you don't get a six-pack, you will benefit from a stronger core and help reduce lower back strain.
- Lift right. Try to use your legs, not your back, and don't lift something that is too heavy.
- Watch your weight.

A healthy back makes for a happier life!

Diabetes and High Cholesterol Screenings for Members Taking Anti-psychotic Medications

For our adult members with Schizophrenia/Bipolar Disorders taking anti-psychotic medications, its important to talk to your doctor about diabetes and high cholesterol screening tests. With careful monitoring, you and your doctor can prevent these conditions.

For parents or guardians of children taking anti-psychotic medications we hope your child's medicine is keeping them healthy and productive. But some side effects may include weight gain and high blood sugar. That's why it's important to test their blood sugar and cholesterol (metabolic screening) every year. Call their doctor at to make an appointment today.

Appointment Accessibility Standards

In order to assist you with understanding the expectations of the medical providers for appointment scheduling, here are the standards that they are expected to follow for the most common types of appointments:

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Transitional care after inpatient stay (medical or behavioral) – PCP, Specialist or CMHC	Within 2 business days of discharge when part of a member’s discharge plan from inpatient care
Transitional care after inpatient stay (medical or behavioral) – Home care	Within 2 calendar days of discharge – must be ordered by PCP, specialty care provider or as part of discharge plan
PCP non-symptomatic office visit	Within 45 calendar days of request
PCP non-urgent, symptomatic visits	Within 10 calendar days of request
PCP or other provider Urgent, symptomatic office visits	Within 48 hours
Mental Health Providers	Care within 6 hours, or direct member to crisis center or ER For a non-life threatening emergency Care within 48 hours for urgent care appointment within 10 business days for a routine office visit
Post Discharge from New Hampshire Hospital	Contact with community mental health center within 48 hours of psychiatric discharge from a New Hampshire Hospital and follow-up appointment to occur within 7 calendar days
Private Hospital Psychiatric Discharge	Follow-up appointment within 7 calendar days
Emergency Providers (medical and behavioral)	Immediately (24 hours a day, 7 days a week) and without prior authorization

Use Family and Friends Transportation First!

EASIEST OPTION!



Use this option if you have a car, or when a friend or family member with a car can drive you to your medically necessary non-emergency appointment.

Get reimbursed from Medical Transportation Management, Inc. (MTM) for gas, parking and tolls.

- Call MTM at **1-888-597-1192**, go online at mtm.mtmlink.net or use the **MTM Link Member app** before your appointment and schedule your reimbursement trip
- Watch the mail for your **Focus Card™** (if first time using Family and Friends option)
- Use a Trip Log to track your travel: www.mtm-inc.net/mileage-reimbursement

Here's how!



Manage Your Rides Online!



Schedule, review, and cancel your rides from your computer or mobile device

- Request new rides/cancel rides no longer needed
- Request gas mileage reimbursement trips
- And more!

Scan the QR code to get started!

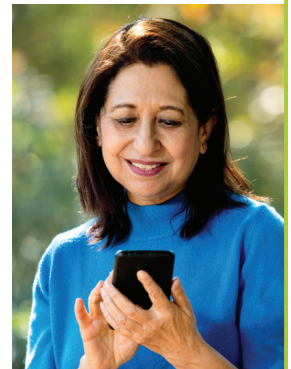
Book your next ride online:

mtm.mtmlink.net



Need help using MTM Link?

Call our Navigator Line:
888-597-1189



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](https://nhhealthyfamilies.com) that can answer many of your questions?

On the website you can find:

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

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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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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