



nh healthy families™

Forms

Inside this booklet you will find important forms needed for certain benefits and services and some even earn you rewards!*



NHhealthyfamilies.com

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

***Hours of Operation:* Monday - Wednesday, 8 AM to 8 PM,
Thursday & Friday, 8 AM to 5 PM**

*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.



If you have Internet access:

- Go online to NHhealthyfamilies.com.
- Create an online account and fill out the forms that fit your healthcare needs.
- Learn about our rewards program, My Health Pays^{®*}
- See our list of doctors.
- Complete your Health Risk Assessment Screening with your PCP



If you do not have Internet access:

- Fill out the forms in this booklet and mail them to us using the postage-paid **color-coded envelopes** included.
- Set up an appointment for a wellness visit with your PCP and receive a reward on your My Health Pays^{®*} Visa[®] Prepaid Card^{**}.
- Request our list of in-network doctors near you by calling **1-866-769-3085**.

FORM FOR BLUE ENVELOPE:

- *Notification of Pregnancy (NOP)*

SEND TO:

Medical Management
Notifications
PO Box 2010
Farmington, MO 63640-9706

FORMS FOR GREEN ENVELOPE:

- *Primary Care Physician (PCP) Change*
- *Ready for My Recovery*
- *Authorization to Use and Disclose Health Information*

SEND TO:

NH Healthy Families
2 Executive Park Drive
Bedford, NH 03110-9983

-
- Complete the forms in this packet, or go online to print them out at NHhealthyfamilies.com.
 - The forms are confidential.
 - Fill out one form per member.
 - If you need more forms for members in your household, call us at **1-866-769-3085**. We will mail more forms to you.
 - If you have questions or need help understanding your forms, call Member Services at **1-866-769-3085**, or visit us online at NHhealthyfamilies.com.

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**This card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions.



Health Risk Assessment

As a new member, this form will help you and your Primary Care Physician (PCP) determine if there are any extra health care services or tools you may need. If you need help completing the form, work with your PCP or call us at **1-866-769-3085**. Remember, by completing this form and returning to your PCP, it will allow for optimal treatment of any unique health care needs you may have. You can **earn \$10*** in My Health Pays® rewards by working with your PCP** to complete your HRA.

Questions?

- 📞 call **1-866-769-3085**
(TDD/TTY: 1-855-742-0123) or
- 📍 visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)

The form is also available at [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com) under Member Resources/Member Handbooks and Forms.

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**The PCP must submit a claim for the HRA completion to qualify for the reward.

Health Risk Assessment



Please complete all sections that apply to you or your family member. The answers to these questions will help us see how we can best help you or your family member and will not affect your Medicaid benefits in any way. All answers are kept private.

Member Information (*Indicates a required question)

Name of person filling out the form: _____

Relationship to Member:

Self Mother Father Grandparent Foster Parent Child Other _____

*Member Name (Last, First): _____

*Medicaid ID: _____ Date of Birth (MMDDYYYY): _____

*Gender: Female Male Ethnicity: Hispanic or Latino Not Hispanic or Latino

Race (List up to two):

Black/African American American Indian/Alaska Native White Asian

Native Hawaiian or Other Pacific Islander Unknown/Not Specified

*Spoken Language: English Spanish Other _____

Written Language: English Spanish Other _____

*What is the best telephone number to reach you? _____

What type of phone number is this? Home Cell Other _____

*Best Email address? _____

*How would you like us to contact you? Phone Mail Email Text

Other _____

*Where do you live? Own/Rent Shelter Homeless Staying with family/friend

Other _____

How many places have you lived in the past year? One Two Three or more

Do you feel safe at home? Yes, always Unsure Yes, sometimes No Choose not to answer

Do you have a reliable transportation to doctor visits? Always Sometimes Rarely or Never

Are you being treated for any of these conditions? (Check all that apply)

Acquired Brain Disorder Asthma Cancer Diabetes Heart Disease HIV/AIDS

Intellectual or Developmental Disability Lung Disease Sickle Cell Disease (not trait) Hepatitis

Serious Physical Condition (such as cerebral palsy, muscular dystrophy, multiple sclerosis, uncontrolled seizures)

Stroke Transplant Other (please explain) _____

What health topics would you most like to address with your provider?

Child Only

Juvenile Arthritis Developmental Issues Neonatal Abstinence Syndrome

Are you currently on IV antibiotics for more than 3 weeks? Yes No

Do you understand the medications you have been prescribed and when to take them? Yes No

Do you encounter barriers to taking your medications as prescribed? Yes No

Do you have constant pain? Yes No

If yes, how intense is the pain on a scale of 1 - 10 (10 being highest)

1 2 3 4 5 6 7 8 9 10

Have you ever experienced trauma or abuse? (e.g. being physically hurt by, humiliated, or emotionally abused by another person)?

Yes No

If you ever experienced trauma or abuse, would you like support (e.g. to talk with a counselor)?

Yes No

How often in the past 3 months were you worried that your food would run out?

Always Sometimes Rarely or Never

If completing for a child, does your child participate in any of the following?

Family Centered Early Supports and Services Special Medical Services Partners in Health None

Are you pregnant? Yes No N/A

If yes, are there pregnancy complications (ex. diabetes, high blood pressure or multiples)?

Yes No N/A

Have alcohol, prescription drugs or other substances been used during the pregnancy?

Yes No N/A

Are you being treated for any of these Mental Health or Substance Use conditions? (Check all that apply)

ADHD Autism Bipolar Disorder Depression Eating Disorder (anorexia, bulimia, other)

Schizophrenia Serious Mental Illness Substance Use Problems

Child Only Serious Emotional Disturbance

Other _____

Do you drink alcoholic beverages? Yes No Choose not to answer

If yes, has anyone told you that your alcohol use is a problem? Yes No Choose not to answer

Do you feel that you need help with drug or alcohol use? Yes No Choose not to answer

Are you currently using street drugs (such as heroin, cocaine) or other drugs other than as prescribed?

Yes No Choose not to answer

Have you had an overdose in the past 12 months? Yes No

Do you smoke cigarettes, use smokeless tobacco, or vape? Yes No Choose not to answer

Would you like to speak to someone about quitting? Yes No

Over the past 2 weeks, how often have you had little interest or pleasure in doing things?

Not at all Several days More than half of the days Nearly every day

Over the past 2 weeks, how often have you felt down, depressed, or hopeless?

Not at all Several days More than half of the days Nearly every day

Over the past 2 weeks, how often have you felt nervous, anxious, or on edge?

Not at all Several days More than half of the days Nearly every day

Over the past 2 weeks, how often were you not able to stop worrying or control your worrying?

Not at all Several days More than half of the days Nearly every day

Would you like to speak with someone about Mental Health/Substance use services? Yes No

Do you have difficulty doing the following activities by yourself? Check all that apply.

Bathing Dressing Walking Eating Using the toilet Getting in and out chair

Preparing meals Managing Money Taking medication as prescribed Performing home chores

Grocery Shopping Not applicable due to member's age

Are you able to complete the activities you wish to participate in with enough energy? Yes No

Would you like to talk with your provider about increasing your ability to engage in physical activity?

Yes No

Have you used the emergency room 3 times or more in the last 3 months? Yes No

Have you been hospitalized for more than a 2-week period in the last 3 months? Yes No

If yes, was it for a new baby in the NICU (neonatal intensive care unit)? Yes No

Have you made a suicide attempt in the past 12 months? Yes No

Have you been released from jail or prison in the last 6 months? Yes No Choose not to answer

Do you have trouble falling or staying asleep? Yes No

Do you have trouble staying awake during the course of a normal day? Yes No

Would you like a care manager to reach out to you to assist you with health concerns, community resources or other questions or issues?

Yes No

Thank you for taking the time to answer these questions. Is there anything else you think we should know about you, your child, or family?



Primary Care Physician (PCP) Change Form

RETURN IN GREEN ENVELOPE

NH Healthy Families offers you the choice of one Primary Care Physician (PCP) to help you maintain your health. Your PCP can be a doctor, a nurse practitioner, or a physician's assistant. It is easy to choose a PCP. We have a lot of providers to choose from. You should visit your PCP within 90 days of enrollment with NH Healthy Families. If you need help scheduling a wellness visit or finding a PCP near you, visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com), or call Member Services at **1-866-769-3085**.

Questions?

- 📞 call **1-866-769-3085**
(TDD/TTY: 1-855-742-0123) or
- 🖱️ visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)



Primary Care Physician (PCP) Change Form

Member Information

***Required Field**

First Name: MI: Last Name:

Medicaid ID*: Date of Birth (mmddyyyy):

SSN: Telephone number:

Mailing Address:

City: State: Zip Code:

PCP Change Request - Please provide PCP Information

Requested PCP Name NPI#

Office Address:

City: State: Zip Code:

Office Phone: Effective Date (mmddyyyy):

The effective date will be based upon the plan's selection/change policy.

Reason for Change from Assigned PCP - Choose all that apply. Select at least one.

- | | |
|---|--|
| <input type="checkbox"/> New Member - made 1st time selection | <input type="checkbox"/> Provider Location |
| <input type="checkbox"/> Already patient with requested PCP | <input type="checkbox"/> Association with hospital or medical group |
| <input type="checkbox"/> Requested PCP already sees family member | <input type="checkbox"/> Language/communication barriers |
| <input type="checkbox"/> Member Preference | <input type="checkbox"/> Wait time in provider office |
| <input type="checkbox"/> Member Moved | <input type="checkbox"/> Availability to get appointment. Access to care |
| <input type="checkbox"/> PCP Hours didn't fit member need | <input type="checkbox"/> Established relationship w/another |
| <input type="checkbox"/> Quality of Care | <input type="checkbox"/> Provider Request to Disenroll Member |
| <input type="checkbox"/> Provider Left Network | <input type="checkbox"/> Other |

Signature of Member or Authorized Representative

Date (mmddyyyy)

Print Name of Member or Authorized Representative

Directions: Please fax Member Change Data forms to **NH Healthy Families Member Services Department** at 1-877-502-7255 or mail it to **NH Healthy Families Member Services**, 2 Executive Park Drive, Bedford, NH 03110. **If you have questions about how to complete this form or want to make this request** over the phone, please call the NH Healthy Families Member Services Department, Monday - Wednesday, 8 a.m. to 8 p.m. (EST), Thursday and Friday, 8 a.m. to 5 p.m. at **(866) 769-3085 (TDD/TTY (855) 742-0123)**.



Notification of Pregnancy Form

RETURN IN BLUE ENVELOPE

If you are pregnant, you are eligible for a number of our programs for expecting women. We want to make sure you get the health coverage you need throughout your pregnancy and the birth of your baby. Before we can help, we need to know you are pregnant. Complete your Notice of Pregnancy form within your first 12-weeks of pregnancy and **earn \$100*** on your My Health Pays* Visa® Prepaid Card**. Complete your Notice of Pregnancy form between 12-weeks and 26-weeks and **earn \$50***.

Questions?

- 📞 call **1-866-769-3085**
(TDD/TTY: 1-855-742-0123) or
- 🖱️ visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)



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Member Notice of Pregnancy



My Own Info

First and Last Name: _____

Date of Birth: _____ Gender Identification: _____ Phone Number: _____

Full Mailing Address: _____

Email Address: _____

Race/Ethnicity (Please check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> White |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> Wish to not disclose |

What Provider or Clinic is Helping Me During My Pregnancy

Last Name: _____ First Name: _____

Phone Number: _____ Clinic Name (if applicable): _____

My Current Situation

Please check this box if you would answer no to any of the below statements:

- | | |
|--|--|
| • I have a phone | • I feel good about where I live |
| • I feel safe at home and with the people in my life | • I have transportation for my daily needs |
| • I have enough food for me and my family each day | • I am able to pay my utility bills (gas, water, electric, etc.) |

My Current Pregnancy Information

I have been to my first prenatal visit: Yes No. If yes, how many weeks pregnant were you at your first visit: _____

My due date is (If you do not know your due date, when was the first day of your last period): _____

This is my first pregnancy: Yes No

Where will I give birth to my baby (Hospital or birthing center): _____

(Continued)

My Current Pregnancy Information Continued (Please check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Multiples (twins, triplets) | <input type="checkbox"/> Depression (feeling blue) |
| <input type="checkbox"/> High blood pressure or heart problems | <input type="checkbox"/> Bipolar disorder |
| <input type="checkbox"/> Diabetes (high blood sugar; type I, type II, during pregnancy only) | <input type="checkbox"/> Anxiety (feeling worried or stressed) |
| <input type="checkbox"/> Very bad nausea and vomiting | <input type="checkbox"/> Substance use (fentanyl, opiates, heroin, crack, cocaine, alcohol, marijuana, methamphetamine) |
| <input type="checkbox"/> Asthma or other breathing problems | <input type="checkbox"/> Tobacco use (smoking cigarettes, chewing tobacco, or vaping) |
| <input type="checkbox"/> Sickle cell | <input type="checkbox"/> I do not have any of these |
| <input type="checkbox"/> Kidney disease | <input type="checkbox"/> Other health needs (Please tell us about it): _____ |
-

My Past Pregnancy History (Please check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Previous delivery before 37 weeks | <input type="checkbox"/> High blood pressure in pregnancy/preeclampsia or heart problems |
| <input type="checkbox"/> Gestational diabetes (high blood sugar while pregnant) | <input type="checkbox"/> Taken any form of progesterone |
| <input type="checkbox"/> Delivery less than 18 months ago | <input type="checkbox"/> Other (Please tell us about it): _____ |
-



Ready for My Recovery Form

RETURN IN GREEN ENVELOPE

If you would like to begin a program of recovery for substance misuse, we want to help. Members with substance misuse who complete the Ready for My Recovery form will **receive a My Recovery Journey backpack*** filled with items and resources to support their recovery. My Health Pays®* rewards are offered to members who engage in continuous recovery from substance misuse.

Note: Tobacco/nicotine use are not included as part of this program.

Questions?

- 📞 call **1-866-769-3085**
(TDD/TTY: 1-855-742-0123) or
- 🖱️ visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)

RECEIVE A
MY RECOVERY
JOURNEY
BACKPACK*



Ready for My Recovery Form

This form is confidential.

Submit your completed form and receive a My Recovery Journey backpack filled with items and resources to support you in your recovery from substance misuse (excluding tobacco/nicotine use).**

How did you find out about this program? If a provider, please name:

Member Information

***Required Field**

Today's Date: (mmddyyyy)

Your First Name:*

Your Birth Date:* (mmddyyyy)

Your Last Name:*

Mailing Address:

City:

State:

Zip Code:

Home Phone: - -

Cell Phone: - -

Email:

Best day/time to reach you? _____


Have you recently used substances (other than tobacco/nicotine) but are ready to take the first step in your recovery? Yes No

If you need immediate assistance with substance use, please call 2-1-1.

Complete this form and email to R4R@centene.com or mail to: NH Healthy Families, 2 Executive Park Drive, Bedford, NH 03110-9983

Note: Tobacco/nicotine use are not included as part of this program.

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Authorization to Use and Disclose Health Information

RETURN IN GREEN ENVELOPE

Completing this is voluntary and will not affect your coverage if you decide not to sign it. Completing this will allow NH Healthy Families to share your health information with the individual or entity that you identify. It can be canceled at any time. Please read the form carefully for information.

Questions?

- 📞 call **1-866-769-3085**
(TDD/TTY: 1-855-742-0123) or
- 🖱️ visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)



nh healthy families.
2 Executive Park Drive
Bedford, NH 03110

Authorization to Use and Disclose Health Information

Notice to Member:

- Completing this form will allow NH Healthy Families to (i) use your health information for a particular purpose, and/or (ii) share your health information with the individual or entity that you identify on this form.
- You do not have to give permission to use or share your health information. Your services and benefits with NH Healthy Families will not change if you do not submit this form.
- If you want to cancel this authorization form, send us a written request to revoke it at the address on the bottom of this page. A revocation form can be provided to you by calling Member Services at the phone number on the back of your member ID card.
- NH Healthy Families cannot promise that the person or group you allow us to share your health information with will not share it with someone else.
- Keep a copy of all completed forms that you send to us. We can send you copies if you need them.
- If you need help, contact Member Services at the phone number on the back of your member ID card.
- Fill in all the information on this form. When finished, mail the form and any supporting documentation to

NH Healthy Families
ATTN: Compliance Department
2 Executive Park Drive
Bedford, NH 03110

Aviso al (la) afiliado(a):

- Al llenar este formulario, usted autoriza a NH Healthy Families a (i) que use su información de salud para un fin en particular, y/o (ii) que la dé a conocer a la persona o entidad que usted identifique en este formulario.
- Usted no tiene que firmar este formulario ni dar permiso a usar o dar a conocer su información de salud. Sus servicios y beneficios de NH Healthy Families no cambiarán si usted no firma este formulario.
- Si desea cancelar este formulario de autorización, envíenos por escrito una solicitud para revocarlo a la dirección que aparece al final de esta página. Servicios para los afiliados puede proporcionarle un formulario de revocación si les llama al número telefónico que se encuentra en la parte trasera de su tarjeta de identificación de afiliación.
- NH Healthy Families no puede prometer que la persona o el grupo al que nos permita dar a conocer su información de salud no la dará a conocer a alguien más.
- Conserve una copia de todos los formularios llenos que nos envíe. Si las necesita, podemos enviarle copias.
- Si necesita ayuda, comuníquese con Servicios para los afiliados al número telefónico que aparece en la parte trasera de su tarjeta de identificación de afiliación.
- Llene toda la información en este formulario. Al terminar, envíe el formulario y todos los documentos de apoyo a

NH Healthy Families
ATTN: Compliance Department
2 Executive Park Drive
Bedford, NH 03110



nh healthy families
2 Executive Park Drive
Bedford, NH 03110

PLEASE READ THE INSTRUCTIONS CAREFULLY AND COMPLETE THE FORM BELOW. INCOMPLETE FORMS CANNOT BE ACCEPTED.

1

MEMBER INFORMATION:

Member Name (*print*): _____

Member Date of Birth: _____ Member ID Number: _____

2

I GIVE NH HEALTHY FAMILIES PERMISSION TO USE MY HEALTH INFORMATION FOR THE PURPOSE IDENTIFIED OR TO SHARE MY HEALTH INFORMATION WITH THE PERSON OR GROUP NAMED BELOW. THE PURPOSE OF THE AUTHORIZATION IS (*check one option below*):

to allow NH Healthy Families to help me with my benefits and services, **OR**

to permit NH Healthy Families to use or share my health information for _____

3

PERSON OR GROUP TO RECEIVE INFORMATION (*add more Persons or Groups on next page*):

Name (person or group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (_____) _____ - _____

4

I AUTHORIZE NH HEALTHY FAMILIES TO USE OR SHARE THE FOLLOWING HEALTH INFORMATION (*NOTE: Select the first statement to release ALL health information or select the below statement to release only SOME health information. Both CANNOT be selected.*)

All of my health information INCLUDING:

Genetic information, services or test results; HIV/AIDS data and records; mental health data and records (but not psychotherapy notes); prescription drug/medication data and records; and drug and alcohol data and records (please specify any substance use disorder information that may be disclosed);

OR

All of my health information EXCEPT (*check only the boxes below that apply*):

Genetic information, services or tests

AIDS or HIV data and records

Drug and alcohol data and records

Mental health data and records (but not psychotherapy notes)

Prescription drug/medication data and records

Other: _____

5

THIS AUTHORIZATION ENDS ON THIS DATE/EVENT: _____

Date this authorization ends unless cancelled. If this field is blank, the authorization expires one year from the date of the signature below.



nh healthy families.
2 Executive Park Drive
Bedford, NH 03110

6 MEMBER OR LEGAL REPRESENTATIVE SIGNATURE: _____

DATE: _____

IF LEGAL REPRESENTATIVE - Relationship to Member: _____

If you are the Member's legal or personal representative, you must send us copies of relevant forms, such as power of attorney or order of guardianship.

MAIL COMPLETED AUTHORIZATION FORM AND ANY SUPPORTING DOCUMENTATION TO
NH Healthy Families, ATTN: COMPLIANCE DEPARTMENT
2 Executive Park Drive, Bedford, NH 03110



nh healthy families.
2 Executive Park Drive
Bedford, NH 03110

ADDITIONAL INDIVIDUAL PERSON(S) OR GROUP(S) TO RECEIVE INFORMATION:

NOTE: If you are consenting to disclose any substance use disorder records to a recipient that is neither a third party payor nor a health care provider, facility, or program where you receive services from a treating provider, such as a health insurance exchange or a research institution (hereafter, "recipient entity"), you must specify the name of an individual with whom or the entity at which you receive services from a treating provider at that recipient entity, or simply state that your substance use disorder records may be disclosed to your current and future treating providers at that recipient entity.

Name (individual or entity): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: () - _____

Name (individual or entity): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: () - _____

Name (individual or entity): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: () - _____

Name (individual or entity): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: () - _____

Name (individual or entity): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: () - _____

Name (individual or entity): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: () - _____

Name (individual or entity): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: () - _____



Revocation of Authorization to Use and/or Disclose Health Information

I want to cancel, or revoke, the permission I gave to NH Healthy Families to use my health information for a particular purpose or to share my health information with a person or group:

PERSON OR GROUP THAT RECEIVED THE INFORMATION:

Name (person or group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) ____ - _____

Authorization Signed Date (if known): / ____ / ____

MEMBER INFORMATION:

Member Name (print): _____

Member Date of Birth: ____ / ____ / ____ Member ID Number: _____

I understand that my health information (including, where applicable, my substance use disorder records) may have already been used or shared because of the permission I gave before. I also understand that this cancellation only applies to the permission I gave to use my health information for a particular purpose or to share my health information with the person or group. It does not cancel any other authorization forms I signed for health information to be used for another purpose or shared with another person or group.

Member Signature: _____ Date: ____ / ____ / ____

(Member or Legal Representative Sign Here)

If you are signing for the Member, describe your relationship below. If you are the Member's personal representative, describe this below and send us copies of those forms (such as power of attorney or order of guardianship).

NH Healthy Families will stop using or sharing your health information when we receive and process this form. Use the mailing address below. You can also call for help at the number below.

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2 Executive Park Drive
Bedford, NH 03110
1-866-769-3085 (TDD/TTY 1-855-742-0123)
www.NHhealthyfamilies.com

