



nh healthy families™

Primary Care and Prevention Focused Care Model (PCPFCM)

Your Guide to Better Health Outcomes

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

Set Up Your Online Member Account

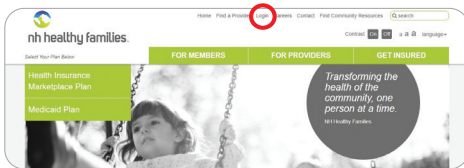
JUST FOLLOW THE STEPS BELOW TO CREATE YOUR ACCOUNT:

STEP 1: Go Online

Go to NHhealthyfamilies.com

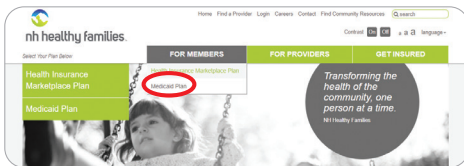
Two ways to begin:

Click on **“Login”** at the top of the page.

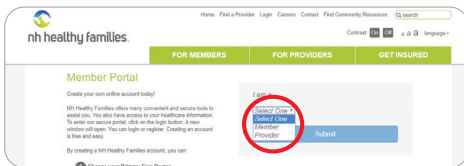


Or

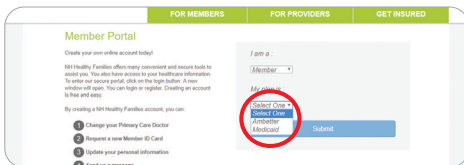
- Click on **“For Members”**
- Select **“Medicaid”** in the drop down
- Click on **“Secure Portal Login”** in the left tool bar.



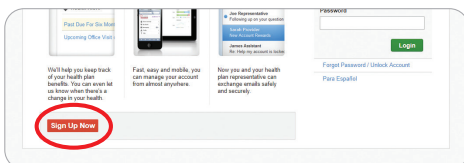
- Under **“I am a:”** select **“Member”**



- Under **“My Plan is:”** select **“Medicaid”**



- Hit **Submit** button. This will take the member to the portal login page.
- Click on **“Sign Up Now”** button.



STEP 2: Enter Your Information

Fill in your birth date and member ID number (on your ID card). Then click **Find Member**.

Choose your **preferred language** and fill in answers to your **secret questions**. If you forget your password, these secret questions can help you access your account. Click the **Submit** button.

STEP 3: Register Your Account

STEP 4: Verify Your Account

What is the Primary Care and Prevention Focused Care Model (PCPFCM)?

Your Primary Care Provider (PCP) relationship is important to your overall health. Our new PCPFCM creates a “dynamic duo” between you and your primary care provider in your quest to be a Health Hero. Your PCP in consultation with you, will assure that you get the care you need when you need it. The more your primary care provider gets to know you, your family, your medical circumstances and individual needs and preferences the better your overall care will be.

Provider-Driven Care Coordination

The PCPFCM encourages you to see your PCP regularly even if you are not sick. This approach will support you as a whole person, assist with coordinating your care, and make available appropriate screening test and visits designed to keep you healthy, address barriers to staying healthy, such as housing or food challenges, and support a high quality of life and health for you and your family.



How to Get Started

Prevention is the key to living a healthy and happy life and you can unlock that door with your PCP. Be a Health Hero today and follow these simple steps to getting and staying healthy.

- Make sure NH Healthy Families knows who your PCP is. If you do not have a PCP, contact us and we will help you find one.
- Contact your PCP to schedule an annual wellness visit or let us help you make an appointment.
- Complete a Health Risk Assessment (HRA) screening with your PCP or bring it with you to your wellness visit. There is one right here in your welcome packet.
- New to NH Healthy Families? Let us call you and welcome you to the plan. We can help you select a PCP, schedule a wellness visit, and complete an initial HRA screening. It only takes 15 minutes!
- Are you already a valued member with NH Healthy Families? Give us a call to get help on selecting a PCP, scheduling a wellness visit, and completing a HRA screening.

Remember, having a PCP is one of the most important health care decisions you can make. Your PCP is your starting point for getting the care you need and keeping you healthy. Your PCP has a view into all the care that you need and who is best to provide that care including important screening tests needed to stay healthy.



In good health,

A handwritten signature in black ink that reads "Samuel M. DiCapua, DO." The signature is written in a cursive style.

Sam DiCapua, DO
Chief Medical Officer, NH Healthy Families

Care Management Support



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.

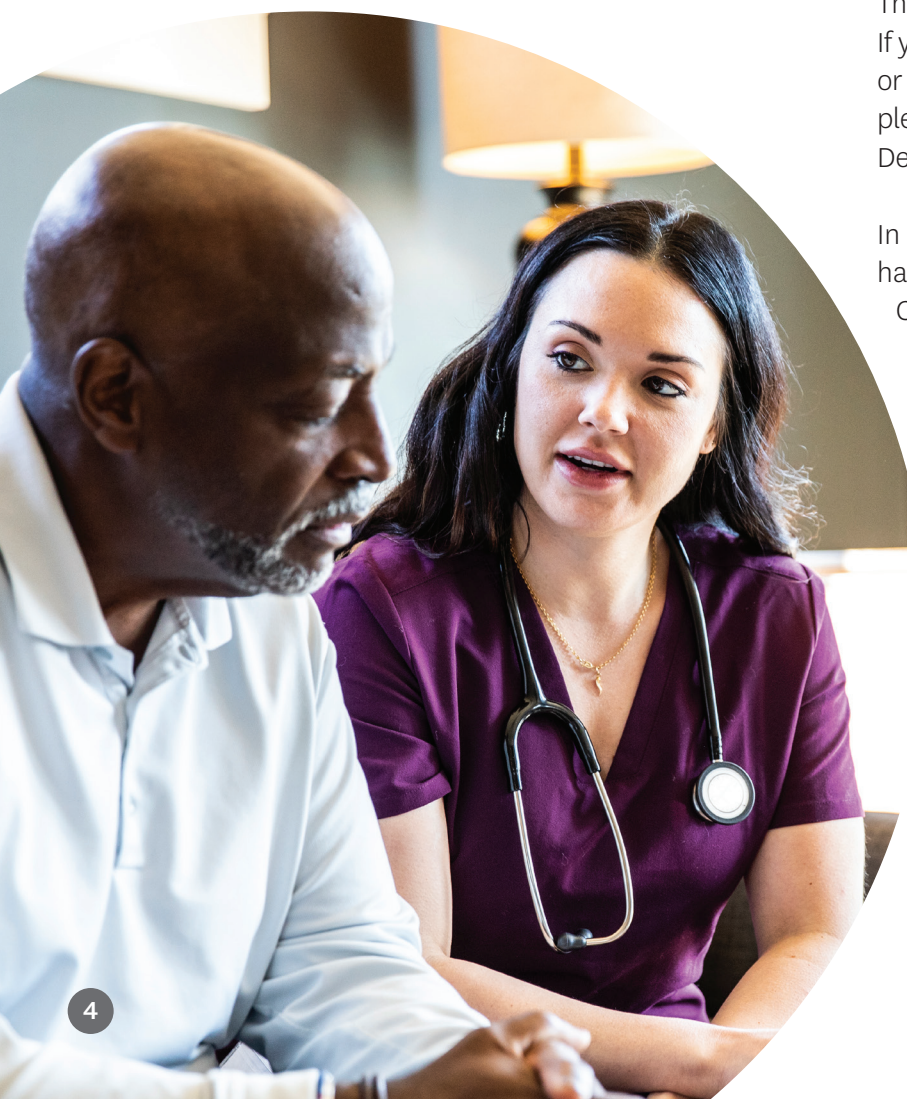
Care Management is available for all participants. You or your doctor can refer for care management services. You will be assigned a primary care manager who will contact you through the method of communication you prefer, at a time you choose as well. Your care manager will work with you, your PCP, all of your other providers, your family and caregivers, and other health insurance you have to make sure that you get all of the services that you need. We will develop a plan of care and share this plan with your PCP or 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.

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.

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 Disorder, Autism, and/or Breathing Problems.

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**.

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.



Sincerely,

Joann Kavana, MHA, BSN, RN, CCM
Senior Director, Population Health & Clinical
NH Healthy Families

Be a Health Hero

Take charge of your health!

Having a Primary Care Provider (PCP) is one of the most important health care decisions you can make. Your PCP is your starting point for getting the care you need and keeping you healthy. Many of the rewards* you can earn happen regularly at your wellness visits with your PCP. They can identify any risks to your health and determine any testing you will need to stay healthy and avoid certain conditions.

Any member, any age can be a Health Hero! The following pages contain information on:

ADULT HEALTH HERO

PREGNANT & NEW MOM HEALTH HERO

YOUNG CHILD HEALTH HERO

YOUNG ADULT HEALTH HERO

BEHAVIORAL HEALTH HERO

DIABETIC HEALTH HERO

HEART HEALTH HERO


Get Started!



Take charge of your health and be a Health Hero! Having a Primary Care Provider (PCP) is one of the most important health care decisions you can make. Your PCP is your starting point for getting the care you need and keeping you healthy. Many of the rewards* you can earn happen regularly at your wellness visits with your PCP. They can identify any risks to your health and determine any testing you will need to stay healthy and avoid certain conditions.

USE YOUR MY HEALTH PAYS^{®*} REWARDS TO HELP PAY FOR:

- Utilities
- Telecommunications - Cell Phone Bill
- Education
- Expenses for Dental, Chiropractic and Other Medical Services
- Transportation
- Childcare Services
- Rent

OR, YOU CAN USE THEM TO: • Shop at [Walmart](#)  for everyday items***

We will mail your **My Health Pays*** Visa[®] Prepaid Card** to you upon enrollment. You can keep earning **My Health Pays*** rewards by completing more healthy activities. Your rewards will be added to your card once we are notified.

After you complete a healthy activity, we will add the reward dollars you have earned directly to your **My Health Pays*** Visa[®] Prepaid Card**.



The following pages explain the rewards you can earn by being a Health Hero with your Primary Care Provider (PCP) as well as other incentives that you can earn on your own!

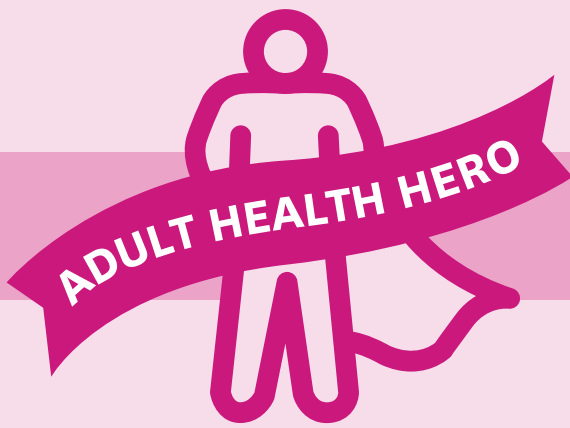


*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

**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.

***This card may not be used to buy alcohol, tobacco, or firearms products.

Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.



Welcome Call: \$30*

Reward for new members who complete a welcome call to include PCP verification, initial screening, and PCP appointment scheduling within the first 90 days from enrollment to the plan.

Health Risk Assessment (HRA): \$10* annually.

Members who work with their PCP to complete their annual HRA will receive \$10**.

U.S. Preventive Services Task Force (USPSTF) Screenings: \$10* to \$30* annually.

Reward for members who complete at least 3 USPSTF A or B screenings (\$10*) with their PCP at least annually. Maximum of 3 rewards annually for \$30* total.

Follow-up after Screening Care: Members who follow-up with their PCP or specialist to complete screening follow-up or diagnosis visit will be automatically entered into a monthly raffle for one of five **\$50* Amazon® gift cards**.

Comprehensive Medication Review: \$10* annually.

Lead Screening - Parent/Caregiver: Eligible to the parent or guardian of member who are ages 1 and 2 year olds who complete a lead screening test will be automatically entered into a monthly raffle for a **\$50* Amazon® gift card**.

Adult Well Visit: \$30* annually.

OTHER INCENTIVES

Tobacco Cessation: \$10*

Complete 6 Health Coaching sessions for tobacco, vaping, and e-cigarette cessation for Members 12 and up.

Flu Vaccine: \$20* annually.

Reward for receiving annual Flu vaccine any time between September and April at participating pharmacies.

Mental Health (MH) C.H.A.M.P.: \$20*

This program is intended to promote and reward youth and adults for engaging in training, volunteer work or peer support related to BH needs in their communities.

Welcome Home Kit: \$150* cash and non-cash value

For NH Healthy Families members who have been home displaced or community re-entry. The Welcome Home Kit provides household necessities and a **\$50* Walmart® gift card** to assist members in becoming established in a home.

Redetermination Action: \$15*

*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.

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



PREGNANT & NEW MOM HEALTH HERO



Welcome Call: \$30*

Reward for new members who complete a welcome call to include PCP verification, initial screening, and PCP appointment scheduling within the first 90 days from enrollment to the plan.

Health Risk Assessment (HRA): \$10* annually.

Members who work with their PCP to complete their annual HRA will receive \$10**.

U.S. Preventive Services Task Force (USPSTF) Screenings: \$10* to \$30* annually.

Reward for members who complete at least 3 USPSTF A or B screenings (\$10*) with their PCP at least annually. Maximum of 3 rewards annually for \$30* total.

Follow-up after Screening Care: Members who follow-up with their PCP or specialist to complete screening follow-up or diagnosis visit will be automatically entered into a monthly raffle for one of five **\$50* Amazon® gift cards**.

Comprehensive Medication Review: \$10* annually.

Adult Well Visit: \$30* annually.

OTHER INCENTIVES

Notification of Pregnancy: \$100* within first trimester, **\$50*** within second trimester.

Postpartum Assessment: \$10* for completing a Postpartum Assessment with NH Healthy Families.

Tobacco Cessation: \$10*

Complete 6 Health Coaching sessions for tobacco, vaping, and e-cigarette cessation for Members 12 and up.

Flu Vaccine: \$20* annually.

Reward for receiving annual Flu vaccine any time between September and April at participating pharmacies.

Mental Health (MH) C.H.A.M.P.: \$20*

This program is intended to promote and reward youth and adults for engaging in training, volunteer work or peer support related to BH needs in their communities.

Welcome Home Kit: \$150* cash and non-cash value

For NH Healthy Families members who have been home displaced or community re-entry. The Welcome Home Kit provides household necessities and a **\$50* Walmart® gift card** to assist members in becoming established in a home.

*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.

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



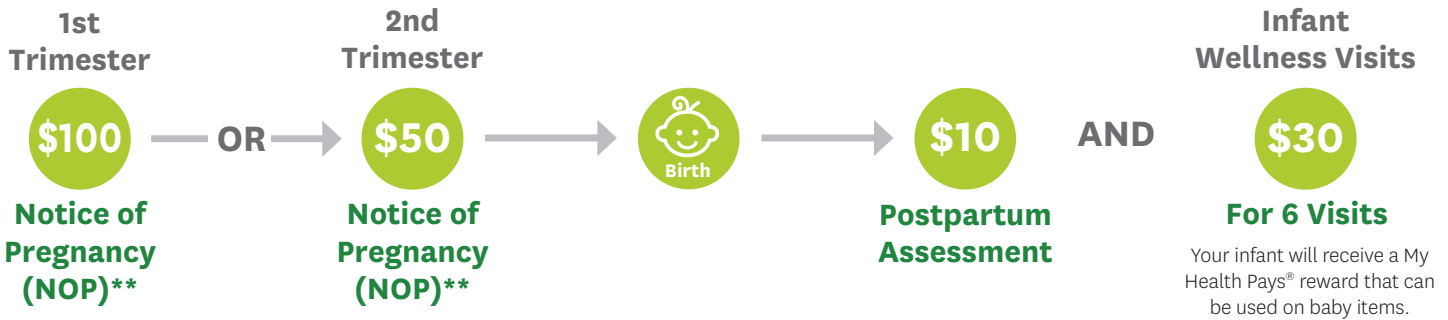
Take Care of Yourself and Your Baby

Our Start Smart for Your Baby® program provides customized support and care for pregnant women and new moms. This program helps you focus on your health during your pregnancy and your baby's first year.

Complete your Notice of Pregnancy (NOP) online or in the Forms Booklet in this packet within your first 12 weeks and earn \$100 on your My Health Pays®* account. Complete your NOP within 13-26 weeks and earn \$50.

*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.

PREGNANT WOMEN CAN EARN UP TO \$100 IN MY HEALTH PAYS®* REWARDS Just for completing the Notice of Pregnancy (NOP) form!



START SMART FOR YOUR BABY® OFFERS THESE CARE MANAGEMENT BENEFITS:

CARE MANAGEMENT	EDUCATION AND SUPPORTS
<ul style="list-style-type: none"> • Medical staff to work with you and your doctor if you experience any issues during your pregnancy • Prenatal vitamins • Information about pregnancy and newborn care • Community help with housing, food, clothing and cribs • Breastfeeding support and resources 	<ul style="list-style-type: none"> • Postpartum resources • Smoking, e-cigarette and vaping cessation • Substance Use Disorder support • Baby shower events • Text and email health tips for you and your newborn

Find your NOP form in the enclosed Forms Booklet or online at NHhealthyfamilies.com under Member Resources/Member Handbook and Forms.

**Pregnant members must complete and submit their Notice of Pregnancy form within 12 weeks of their pregnancy to be eligible for the \$100 reward. Members who submit their Notice of Pregnancy within 26 weeks of their pregnancy can still earn a \$50 reward.



Welcome Call: \$30*

Reward for new members who complete a welcome call to include PCP verification, initial screening, and PCP appointment scheduling within the first 90 days from enrollment to the plan.

Health Risk Assessment (HRA): \$10* annually.

Members who work with their PCP to complete their annual HRA will receive \$10**.

U.S. Preventive Services Task Force (USPSTF) Screenings: \$10* to \$30* annually.

Reward for members who complete at least 3 USPSTF A or B screenings (\$10*) with their PCP at least annually. Maximum of 3 rewards annually for \$30* total.

Follow-up after Screening Care: Members who follow-up with their PCP or specialist to complete screening follow-up or diagnosis visit will be automatically entered into a monthly raffle for one of five **\$50* Amazon® gift cards.**

Comprehensive Medication Review: \$10* annually.

Child Well Visit: \$30* annually for ages 24 months to 21 years old.

Infant Well Visit: \$30* annually for under 15 months of age.

Lead Screening: \$25* for 1 year olds.

Lead Screening: \$20* for 2 year olds.

Lead Screening - Kicks for Kids: Eligible Children ages 1 and 2 years old who complete a lead screening test will be automatically entered into a raffle for a **\$50* Walmart® gift card.**

OTHER INCENTIVES

Flu Vaccine: \$20* annually.

Reward for receiving annual Flu vaccine any time between September and April with their PCP (Only members age 19 or older can receive the flu vaccine at a pharmacy).

Mental Health (MH) C.H.A.M.P.: \$20*

This program is intended to promote and reward youth and adults for engaging in training, volunteer work or peer support related to BH needs in their communities.

HPV Vaccine: \$30* for 9-13 years old

Redetermination Action: \$15*

*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.

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

Youth Programs!



From birth to young adulthood, our youth programming focuses on health and social supports for our members and the overall communities we serve. Youth can earn up to **\$250*** every year for being a Health Hero by participating in the **My Health Pays®** rewards program. In addition, we offer many community programs that support our youth throughout the year.

Kids Club

A special club created for youth ages 0-12



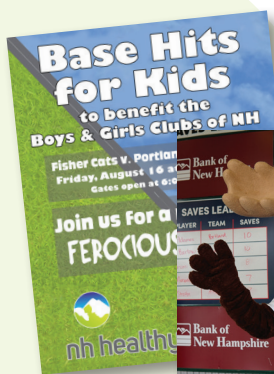
Summer Camp Scholarships

Partnering with Boys & Girls Clubs, Easterseals and YMCA to support summer campers with scholarship and camp essentials.



Base Hits for Kids

Annual baseball event at Fisher Cats stadium



Special Events

Member Movie Nights, Green to Go mobile food pantry, Back to School haircuts *and more!*



For more information about our Youth programming, contact us
1-866-769-3085 • (TDD/TTY: 1-855-742-0123) • NHhealthyfamilies.com



Welcome Call: \$30*

Reward for new members who complete a welcome call to include PCP verification, initial screening, and PCP appointment scheduling within the first 90 days from enrollment to the plan.

Health Risk Assessment (HRA): \$10* annually.

Members who work with their PCP to complete their annual HRA will receive \$10**.

U.S. Preventive Services Task Force (USPSTF) Screenings: \$10* to \$30* annually.

Reward for members who complete at least 3 USPSTF A or B screenings (\$10*) with their PCP at least annually. Maximum of 3 rewards annually for \$30* total.

Follow-up after Screening Care: Members who follow-up with their PCP or specialist to complete screening follow-up or diagnosis visit will be automatically entered into a monthly raffle for one of five **\$50* Amazon® gift cards**.

Comprehensive Medication Review: \$10* annually.

Child Well Visit: \$30* annually for ages 24 months to 21 years old.

OTHER INCENTIVES

Tobacco Cessation: \$10*

Complete 6 Health Coaching sessions for tobacco, vaping, and e-cigarette cessation for Members 12 and up.

Flu Vaccine: \$20* annually.

Reward for receiving annual Flu vaccine any time between September and April with their PCP (Only members age 19 or older can receive the flu vaccine at a pharmacy).

Mental Health (MH) C.H.A.M.P.: \$20*

This program is intended to promote and reward youth and adults for engaging in training, volunteer work or peer support related to BH needs in their communities.

Future is Now: \$50* for completing one course, up to **\$150*** for completing all three courses

Reward program for youth age 15-17, particularly Foster Care, who will be transitioning into adulthood. This 3 part education module will provide life skills and education to members regarding Health Care, Finances, and Life Skills.

Redetermination Action: \$15*

*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.

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

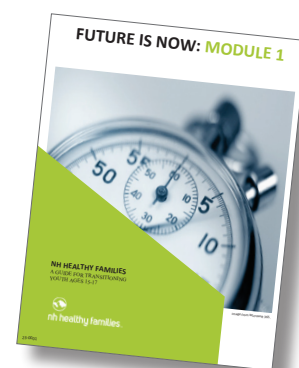
FUTURE IS NOW



What is the Future Is Now program?

As a young person nearing the end of your teenage years, becoming an adult can be a difficult and scary process. The NH Healthy Families Care Management team has developed the Future Is Now program to help youth ages 15 - 17 years with the transition into adulthood.

The program consists of three education modules, each providing education and resources for life skills, health care, finances and more. If you desire to obtain the knowledge and skills to prepare for all that life entails, this program is for you.



Get rewarded* for participating!

As an added bonus, you will receive a My Health Pays[®]* reward for completing each module. \$50* for each module completed, up to \$150* for completing all three. Rewards will be added to your My Health Pays[®]* Visa[®] Prepaid Card** the following month that a module was completed. Modules do not have to be completed in any particular order or within a certain time frame. This is a once per lifetime reward of up to \$150.*

Once a module is completed, NH Healthy Families will add the My Health Pays[®]* reward dollars directly to your Visa[®] Prepaid Card**.

The My Health Pays[®]* reward dollars can be used at Walmart to purchase everyday items*** or to help pay for things such as a cell phone bill, rent and more.

For more information or to enroll in the program, call 1-866-769-3085 and ask to speak with a Member Connections Team Representative. You can also send an email to NHHFcaremanagement@centene.com.

*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.

**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.

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1-866-769-3085 (TDD/TTY: 1-855-742-0123) · NHhealthyfamilies.com



Welcome Call: \$30*

Reward for new members who complete a welcome call to include PCP verification, initial screening, and PCP appointment scheduling within the first 90 days from enrollment to the plan.

Health Risk Assessment (HRA): \$10* annually.

Members who work with their PCP to complete their annual HRA will receive \$10**.

U.S. Preventive Services Task Force (USPSTF) Screenings: \$10* to \$30* annually.

Reward for members who complete at least 3 USPSTF A or B screenings (\$10*) with their PCP at least annually. Maximum of 3 rewards annually for \$30* total.

Follow-up after Screening Care: Members who follow-up with their PCP or specialist to complete screening follow-up or diagnosis visit will be automatically entered into a monthly raffle for one of five **\$50* Amazon® gift cards**.

Comprehensive Medication Review: \$10* annually.

Adult Well Visit: \$30* annually.

OTHER INCENTIVES

Tobacco Cessation: \$10*

Complete 6 Health Coaching sessions for tobacco, vaping, and e-cigarette cessation for Members 12 and up.

Flu Vaccine: \$20* annually.

Reward for receiving annual Flu vaccine any time between September and April at participating pharmacies.

Ready for My Recovery – Backpack: \$30* non-cash value

Non-cash incentive for Members who enroll into our Ready for My Recovery substance use program for members with opioid or alcohol misuse disorder.

Ready for My Recovery: \$25* for Members for engaging in recovery services for their full first month and then in 6 month increments **\$30*** for a total of **\$115***.

Telehealth Visit after Mental Health Care: \$10*

Mental Health (MH) C.H.A.M.P.: \$20*

This program is intended to promote and reward youth and adults for engaging in training, volunteer work or peer support related to BH needs in their communities.

Welcome Home Kit: \$150* cash and non-cash value

For NH Healthy Families members who have been home displaced or community re-entry. The Welcome Home Kit provides household necessities and a **\$50* Walmart® gift card** to assist members in becoming established in a home.

*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.

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



READY FOR MY RECOVERY

Ready for My Recovery is a program for NH Healthy Families members who want help with recovery from substance misuse. The program provides access to substance use disorder services. It offers care management, resources and rewards* for NH Healthy Families members who are committed to entering a substance misuse recovery program.

*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.

To Get Started:

Complete and submit your brief Ready for My Recovery form.

Forms and envelopes are available in member welcome packets. Forms are also available to download from our website, NHhealthyfamilies.com.

Our staff will contact you to welcome you into the Ready for My Recovery program. You will receive your My Recovery Journey backpack* within two weeks of your welcome call.

You can also earn My Health Pays®* reward dollars for maintaining your recovery. When you are in the Ready for My Recovery program, you can earn My Health Pays®* reward dollars for engagement in:

- Peer Recovery support services
- 12-Step/Smart Recovery
- Behavioral Health treatment visits
- Pharmacotherapy
- Receiving treatment for substance use disorder

For more information call **1-866-769-3085** or visit NHhealthyfamilies.com



WHAT IS A MENTAL HEALTH (MH) C.H.A.M.P.?

A MH C.H.A.M.P. is someone who takes action to raise awareness of mental health and challenge stigma. They are committed to promoting good mental health and helping others to do the same. Any action, big or small, that a MH C.H.A.M.P. takes to address and support mental health – helps to end stigma and raise awareness.

WHAT'S INVOLVED?

Show us how you are a MH C.H.A.M.P. by demonstrating one or more of the actions:

Communicate – Stay connected by talking to others. Learn about communication skills at verywellmind.com.

Help yourself – Seek help to make yourself feel better by going to therapy, talking to friends who understand, or joining a group in your area.

Achieve a wellness goal – Think about what interests you and what you need. Then, set a goal for your well-being.

Make a commitment to learn – Attend a training, session, program, or webinar about mental health.

Promote MH resources – Spread the word about programs and resources that help with mental health.

Open to anyone of any age. *NH Healthy Families members only can qualify for reward**. For more information call **1-866-769-3085** or visit: nhhealthyfamilies.com/members/medicaid/benefits-services/mental-health-champion.html

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Welcome Call: \$30*

Reward for new members who complete a welcome call to include PCP verification, initial screening, and PCP appointment scheduling within the first 90 days from enrollment to the plan.

Health Risk Assessment (HRA): \$10* annually.

Members who work with their PCP to complete their annual HRA will receive \$10**.

U.S. Preventive Services Task Force (USPSTF) Screenings: \$10* to \$30* annually.

Reward for members who complete at least 3 USPSTF A or B screenings (\$10*) with their PCP at least annually. Maximum of 3 rewards annually for \$30* total.

Follow-up after Screening Care: Members who follow-up with their PCP or specialist to complete screening follow-up or diagnosis visit will be automatically entered into a monthly raffle for one of five **\$50* Amazon® gift cards**.

Comprehensive Medication Review: \$10* annually.

Adult Well Visit: \$30* annually.

OTHER INCENTIVES

Diabetes Care - A1C: \$30*

Reward for completing Hemoglobin A1C.

Diabetes Care - Eye Exam: \$30*

Reward for completing Retinopathy Screening (Dilated Eye Exam) each year.

Diabetes Self-Management: \$10*

Reward for members that participate in a Diabetes self-management program.

Tobacco Cessation: \$10*

Complete 6 Health Coaching sessions for tobacco, vaping, and e-cigarette cessation for Members 12 and up.

Flu Vaccine: \$20* annually.

Reward for receiving annual Flu vaccine any time between September and April at participating pharmacies.

*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.

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



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Comprehensive Medication Review: \$10* annually.

Adult Well Visit: \$30* annually.

OTHER INCENTIVES

Tobacco Cessation: \$10*

Complete 6 Health Coaching sessions for tobacco, vaping, and e-cigarette cessation for Members 12 and up.

Flu Vaccine: \$20* annually.

Reward for receiving annual Flu vaccine any time between September and April at participating pharmacies.

*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.

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

Where to Go for Care

Consider all of your options when choosing where to go for physical or behavioral health care. Many are surprised to learn that this is often not the ER. Be prepared by knowing the best place to go depending on your physical or behavioral health condition.



The right care, the right place, the right time

▼ For Physical Health



Primary Care Provider (PCP)

Your PCP is your main provider. Call the office to schedule an appointment if you need to be seen, but you don't need immediate care.

If you need help finding a PCP for you or a loved one, contact Member Services:
1-866-769-3085.



24/7 Nurse Advice Line (1-866-769-3085 and follow prompt)

You can speak to a medical professional any time of day for:

- Help with answers to your medical questions
- Help caring for a sick child
- Help knowing if you should make an appointment with a Primary Care Provider



In-Network Urgent Care Center

Go to a nearby urgent care center if your illness or injury is not life threatening and your PCP is unavailable. Urgent care centers are faster and more convenient than the ER and you don't need an appointment.



Emergency Room (ER)

Consider all of your options before going to the ER. Visit the ER for LIFE-THREATENING injuries or illnesses.

▼ For Behavioral Health



Primary Care Provider (PCP) or Behavioral Health Provider

Call the office to schedule an appointment if you need to be seen, but you don't need immediate care.

If you need help finding a PCP or Behavioral Health Provider for you or a loved one, contact Member Services: **1-866-769-3085.**



New Hampshire Rapid Response Access Point (NHRRAP)

Call, Text, or Chat **1-833-710-6477** for behavioral health crisis services, available to anyone in New Hampshire. Depending on your needs, the crisis contact center can:

- Send a team member from a community mental health center to come to you
- Provide rapid response follow up appointments
- Refer you to inpatient treatment options

988 Suicide and Crisis Lifeline

The **988** Suicide & Crisis Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States. Call, text or chat **988** to be connected to a trained crisis counselor.

Your local Doorway

For substance misuse needs: Call **211** to be directed to help



Emergency Room (ER)

Consider all of your options before going to the ER. Visit the ER for LIFE-THREATENING injuries or illnesses.

Urgent Care Versus Emergency Room (ER)



When you have an illness or injury that is not life-threatening, you don't have to use the Emergency Room (ER). You have other options. You should first try to visit your Primary Care doctor. If that is not possible, an Urgent Care center might be the right choice for you.

Urgent Care Centers are faster and more convenient than the ER.

NATIONAL AVERAGES

URGENT CARE

Average wait time:

15-45
MINUTES

You don't need an appointment at an Urgent Care center. Most Urgent Care centers have extended night and weekend hours.

You can be treated for the most common illnesses and injuries at Urgent Care centers.

Urgent Care centers treat things like:

- Strep Throat
- Ear Infections
- Conjunctivitis
- Cold Symptoms
- Flu Symptoms
- Upset Stomach
- Urinary Tract Infections
- And more...

EMERGENCY ROOM

Average wait time:

2.5
HOURS

The ER should be used if a medical condition is life-threatening or involves severe wounds.

When you need an ER:

- Signs of heart attacks, including chest pain
- Signs of stroke, like sudden onset of numbness in the arms or legs
- Severe shortness of breath
- Poisoning
- Major life- or limb-threatening injuries
- Severe wounds and amputations
- Coughing up or vomiting blood
- Suicidal or homicidal feelings



If symptoms arise suddenly and you believe that a life is in jeopardy, call 9-1-1.

Non-Emergency Transportation

Remember: Use Family and Friends or Public Transportation First!

Helping you get to your non-emergency medical appointments is important to us. There are three easy ways you can access transportation.



1. Family and Friends Transportation Reimbursement

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 appointment. Receive reimbursement for gas, parking and tolls. Here's how it works:

- **Family and Friends Transportation Reimbursement will be provided by Medical Transportation Management, Inc. (MTM) through the MTM Currency program.**
- **Before your appointment, call MTM at 1-888-597-1192 to schedule your transportation reimbursement trip**
- **Watch the mail for your Focus Card™ Cardholder Packet.** For security, the packet will come in a plain white envelope. The envelope will have an Indianapolis, Indiana return address. Do not throw the packet away. This could delay receiving funds.
- **Use a Trip Log to track your travel.** MTM will send you a Trip Log or you can print and download a log at www.mtm-inc.net/mileage-reimbursement. Enter your zip code to find the correct log. Complete the log and have your provider sign it for each appointment. Once you submit your log (you have 60 days to submit), MTM will verify the information. Funds will be loaded to your Focus Card™ after your trip is verified.

Send your completed log to MTM in one of three ways:

Mail: Medical Transportation Management, Inc.
Attention: Trip Logs
16 Hawk Ridge Drive
Lake St. Louis, MO 63367

Fax: 1-888-513-1610

Email: payme@mtm-inc.net



2. Public Transportation

- Before your appointment, call MTM at **1-888-597-1192** to schedule your public transportation trip
- MTM will add funds to your Focus Card™ for your pass or ticket in advance of your trip. Use these funds to purchase your fare online or at a local transit depot.

For more information contact Medical Transportation Management, Inc (MTM) at **1-888-597-1192**.



3. Contacting MTM for a ride

If you are exempt from using Public Transportation or Family and Friends Transportation Reimbursement, you may contact MTM for a ride.

Here's how:

Three business days before your appointment, call **1-888-597-1192** for MTM. Share the date and time of your appointment and a ride will be scheduled for you.

Be sure to save your card for future trips. This is not a one-time use card. New funds will be loaded as you take more trips.

To schedule transportation to provider offices or facilities for services provided directly by NH Healthy Families, call MTM toll-free at **1-888-597-1192 (TDD/TTY: 711)**.

For more information, contact NH Healthy Families Member Services at **1-866-769-3085**, Monday through Wednesday, 8:00 a.m. to 8:00 p.m. and Thursday through Friday, 8:00 a.m. to 5:00 p.m.

Rules and Exceptions to Using the Family and Friends Transportation Reimbursement or Public Transportation

Exceptions to the Family and Friends Transportation Reimbursement Requirement

- You must use Family and Friends Transportation Reimbursement if you have a car, or when a friend or family member with a car can drive you to your medically necessary service
- If you have a car and do not want to enroll in the Family and Friends Program you must meet one (1) of the following criteria to qualify for transportation services:
 - Do not have a valid driver's license;
 - Do not have a working vehicle available in the household;
 - Are unable to travel or wait for services alone; or
 - Have a physical, cognitive, mental or developmental limitation
- If no car is owned or available, you must use public transportation if you meet one (1) of the following criteria:
 - You live less than one half mile from a bus route and your provider is less than one half mile from the bus route;
 - You are an adult under the age of sixty-five (65)

Exceptions to the Public Transportation Requirement

- If you have two (2) or more children under age six (6) who are traveling with you; or
- If you have one (1) or more children over age six (6) with limited mobility who are accompanying you to the appointment; or
- If you have at least one (1) of the following conditions:
 - Pregnant or up to six (6) weeks post-partum;
 - Moderate to severe respiratory condition with or without an oxygen dependency;
 - Limited mobility (walker, cane, wheelchair, amputee, etc.);
 - Visually impaired;
 - Developmentally delayed;
 - Significant and incapacitating degree of mental illness; or
 - Other exception by provider approval only



Expanded Transportation

NH Healthy Families offers certain members in care management access to transportation for social health needs and recovery services. For more information, contact your care manager or our Member Services department for assistance!

Manage Your Rides Online!



L I N K

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:

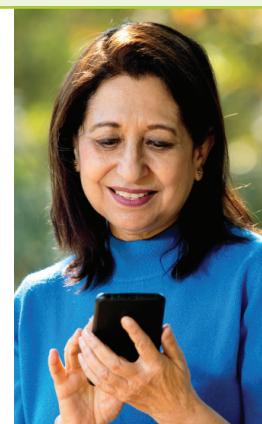
mtm.mtmlink.net



Need help using MTM Link?

Call our Navigator Line:

888-597-1189



Please Note: Interpretation services are provided at no cost to you. This includes American Sign Language and real-time oral interpretation. We can also provide Auxiliary Aids and services or materials in other formats such as Braille, CD or large print. If you need something translated into a language other than English, please call us at **1-866-769-3085 (TDD/TTY: 1-855-742-0123)**. If you need an interpreter for your medical appointment, contact us 48 hours before your appointment.



If you are currently taking prescription medication, it may require a prior authorization from NH Healthy Families before your next refill. Call your PCP or NH Healthy Families Member Services to find out if your medicine is one that does require authorization. You can also check the Preferred Drug List on the NH Healthy Families website, [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com) under Benefits and Services/Pharmacy.