



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

**To:** NH Medicaid Enrolled Providers  
**From:** NH Division of Medicaid Services  
**Date:** January 30, 2023  
**Subject:** Continuous Medicaid Coverage Due to the COVID-19 Federal Public Health Emergency Ends Soon

**Continuous Medicaid coverage due to the COVID-19 federal public health emergency will be ending MARCH 31, 2023.** Individuals who have been receiving continuous Medicaid coverage due to the COVID-19 federal public health emergency, even if they did not complete a redetermination when it was due or provide the required documents for the redetermination, will be receiving a **YELLOW NOTICE instructing them to complete their redetermination.** Individuals who receive this notice must complete a redetermination or respond to Department requests for information to determine if they are still eligible for, and will be able to keep, their Medicaid coverage.

Additional information and examples of the letters being sent can be found at: <https://www.dhhs.nh.gov/financial-assistance-0/pandemic-related-benefits-changes/continuous-medicaid-coverage-ending>

**YOUR ASSISTANCE WITH HELPING INDIVIDUALS MAINTAIN HEALTH INSURANCE COVERAGE IS GREATLY APPRECIATED. THE BELOW INFORMATION CAN BE SHARED BROADLY WITH CLIENTS.**

**Individuals can complete their redetermination or provide requested information in a few ways:**

1. Online: Through your NH EASY account <https://nheasy.nh.gov> if you do not have an NH EASY account, you can create one today using this same link.
2. By mail: Centralized Scanning Unit, PO Box 181, Concord, NH 03302.
3. In person: Visit one of our District Offices, locations can be found at <https://www.dhhs.nh.gov/about-dhhs/locations-facilities#locations>

**Options for those who are no longer eligible for Medicaid:**

Individuals who are no longer eligible for Medicaid and still need insurance, can contact the New Hampshire Navigators to explore other health insurance options. New Hampshire has two Health Insurance Navigators that provide health insurance enrollment assistance in person, virtually, and by phone, at no cost to you.

New Hampshire's Navigators are:

- First Choices Services; 1-877-211-NAVI or (603) 931 3858; <https://acanavigator.com/nh/home>
- Health Market Connect; 1-800-208-5164; <https://hmcnh.com>

Individuals can also visit the Federal Health Insurance Marketplace at <https://www.healthcare.gov/>, or call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325).

Individuals with questions on this notice should be instructed to visit one of our District Offices in person or contact the DHHS Customer Service Center toll-free at 1-844-ASK-DHHS (1-844-275-3447) and select option #3 or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 9:00 a.m. to 4:00 p.m. ET.

Providers with questions on this notice, please contact the Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Thank you,

NH Medicaid Provider Relations