



**Department of Health and Human Services  
Office of Medicaid Business and Policy  
129 Pleasant Street  
Concord NH 03301**

### **MEMORANDUM**

Date: July 12, 2013  
To: NH Medicaid Providers  
From: Kathleen Dunn, RN, MPH  
NH Medicaid Director  
Associate Commissioner

We are writing to inform you of a change in policy that will impact Emergency Department claims retroactively to March 1, 2012.

On March 1, 2012, NH Medicaid implemented a policy that imposed a 4-visit service limit on Medicaid recipients' visits to hospital Emergency Departments. After analyzing that policy, NH Medicaid determined that it did not have the desired effect of redirecting patients to more appropriate sites for care. Therefore, NH Medicaid is removing this limit retroactively back to its effective date of March 1, 2012.

NH Medicaid recipients will receive notice of the change by the end of July. This will notify Medicaid recipients of the service limit change and that they may be entitled to receive reimbursement from a hospital if they made payments for an Emergency Department visit that was denied for being in excess of the 4-visit limit. A copy of the notice sent to recipients will be available to you in the message center when it is mailed to recipients.

To facilitate a smooth process for timely payments, NH Medicaid will issue specific instructions to the hospitals on July 29, 2013, for the submission of ED claims for this period. In addition to issuing instructions, Medicaid and The Health Enterprise Medicaid Management Information System (MMIS) will work with each hospital individually to process their claims submissions.

We look forward to working with you to continue to find ways to ensure that Medicaid enrollees receive the best possible care in the most appropriate and cost effective settings.