



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

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**To:** NH Medicaid Enrolled Providers  
**From:** NH Division of Medicaid Services  
**Date:** August 25, 2023  
**Subject:** Medicaid Care Management Open Enrollment CY2023

**WHAT YOU NEED TO KNOW FOR NH MEDICAID CARE MANAGEMENT ANNUAL OPEN ENROLLMENT**

For Medicaid Managed Care plan members:

- Open enrollment is September 1 through September 30, 2023.
- Open enrollment packets will be mailed the week of 8/21/23. Green clients will have letters posted in [NH EASY](#) beginning 8/28/23.
- If a member chooses to change Health Plans during open enrollment, coverage by the new Plan is effective October 1, 2023.
- If a member chooses to stay with current Health Plan, no action is needed during open enrollment and coverage will continue with the current Plan.
- There are three Health Plans to choose from - [AmeriHealth Caritas New Hampshire](#), [NH Healthy Families](#), and [WellSense Health Plan](#).
- If Medicaid Managed Care plan members have questions or would like more information, they can visit NH EASY at <https://nheasy.nh.gov/#/> or the [DHHS managed care webpage](#). Members may also contact 1-844-ASK-DHHS option #8 (TDD Access: 1-800 735-2964), Monday through Friday, 8:00 to 4:00 p.m. ET.

Following this notice is a sample of the letter that will be going out to members.

If there are questions on how one the NH Medicaid Managed Care Organizations (MCO) handles the above information, please reach out to your MCO provider representative.

If there are any questions on this notice, please contact the Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Thank you,

NH Medicaid Provider Relations



August 21, 2023

JOHN DOE  
123 MAIN ST  
CONCORD NH 03235

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Esta carta es un anuncio importante sobre sus beneficios de New Hampshire Medicaid. Por favor llame al Centro de Servicio de Medicaid al 1-844-ASK-DHHS si tiene alguna pregunta en respecto a esta carta. Puede solicitar los servicios gratuitos de un intérprete.  
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**IMPORTANT!** If you need help with reading or understanding this letter, please contact the Customer Service Center toll free at **1-844-ASK-DHHS (1-844-275-3447)** and select option #8 or 603-271-9700 (TDD Access: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:00 p.m. ET.

**ANNUAL OPEN ENROLLMENT ANNOUNCEMENT**

Once a year, you or someone in your household can change your Medicaid Health Plan. You have three choices to choose from:

- AmeriHealth Caritas NH [www.amerihealthcaritasnh.com](http://www.amerihealthcaritasnh.com)
- NH Healthy Families [www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com)
- WellSense Health Plan [www.wellsense.org](http://www.wellsense.org)

**If you wish to remain with your current Health Plan, you do not need to do anything - your coverage will continue and the Health Plan you have will remain in effect.**

If you want to change to a different Health Plan,

- Go to NH EASY at <https://nheasy.nh.gov/#/> **no later than September 30, 2023**; or
- Call the Customer Service Center toll free at **1-844-ASK DHHS (1-844-275-3447)** and select option #8 or 603-271-9700 (TDD Access: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:00 p.m. ET **no later than September 29, 2023 at 4:00 p.m.** Your new plan coverage will start on October 1, 2023.

Please review the inserts for more information. If you have questions about any of the Health Plan services, contact the plans or visit their websites. We also invite you to visit our websites at <https://medicaidquality.nh.gov/> and the managed care website at [www.dhhs.nh.gov/programs-services/medicaid/medicaid-care-management](http://www.dhhs.nh.gov/programs-services/medicaid/medicaid-care-management) for information.

This table lists each person in your household along with their current Health Plan:

Name	Managed Care Plan
JOHN DOE	[REDACTED]

Case# [REDACTED]  
ID : AE0127

Telephone: 1-844-ASK-DHHS  
TDD Access: 1-800-735-2964 (NH Only)





*We're local and dedicated to supporting the health and wellbeing of you and your family. Our promise is that, "Care is the heart of our work." Our mission is to help members get care, stay well and build healthy communities.*

*Extra benefits at no cost to you include:*

- **CARE Card**  
Earn up to \$250 a year in CARE Card rewards for healthy activities. Spend your reward dollars at Walmart, Walgreens, Dollar General, Family Dollar, CVS Pharmacy and Rite Aid.\*
- **Car and booster seats** for infants and children (up to \$210).\*
- **Mission GED®**  
Adult members receive up to \$125 toward high school equivalency exam costs.\*
- **Six-month WW®** (formerly Weight Watchers®) online membership (up to \$133).\*
- **Bright Start®** Access to pregnancy care, a baby shower and up to \$70 in CARE Card rewards for notifying us of your pregnancy.\*
- **Enhanced vision**  
\$100 credit for contact lenses.

\* Restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each year.

# Meet Your Health Plans



*Our team lives and works in the communities we serve. We're local, so our members are our neighbors, friends and family.*

*Extra benefits at no cost to you include:*

- **My Health Pays® Rewards Program**  
Adults and children can earn up to \$250 a year just for healthy behaviors. Spend your reward dollars at Walmart® or use them to help pay your rent, utilities and more!\*
- **Start Smart for Your Baby®**  
Pregnant and new moms get extra care and support. Earn \$100 just for telling us you're pregnant in your first trimester!\*
- **Kicks for Kids**  
Ten drawings each month of \$100 Nike gift cards for youth ages 15-17 who complete their annual wellness exam.\*
- **Future is Now®**  
Earn up to \$150 for completing three education modules on life skills, healthcare, finances and more. For youth ages 15-17 transitioning to adulthood.\*

\* Restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each year.



*Our goal is to help families and communities find paths to better health, no matter their circumstances. As a local, nonprofit health plan, we've spent more than 25 years supporting members throughout their health journeys.*

*Extra benefits at no cost to you include:*

- **Dollar Rewards Program**  
Earn up to \$250 in cash rewards for healthy activities to buy over-the-counter items at Walmart, Dollar General, CVS and more.\*
- **Get Fit! Fitness Reimbursement**  
Get up to \$100 back on WW® fees (formerly Weight Watchers®), \$200 back on health club memberships or up to \$100 back on a fitness tracker.\*
- **Family First Safety Benefits**  
Receive car seats, booster seats and bike helmets for infants and children on the plan (up to \$100 value).\*
- **Diapers and Rewards for New Moms**  
Get a box of diapers and dollar rewards for your postpartum visit (up to \$60 value).\*
- **Sunny Start**  
Support for expecting parents throughout pregnancy.

\* Restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each year.

- **Wellness and Opportunity Center**  
Our Manchester-based center offers:
    - Nutrition education
    - Financial coaching
    - Job interview preparation
    - Access to Customer Service
    - Ask a Doctor/Pharmacist
    - Computer access and a food and supply pantry
    - Face-to-face care management
    - Last resort cell phones when no other option is available
  - **AHC Mobile App**  
Includes your ID card, provider search and tracking your medications.
  - **Care Managers**  
Help you understand and better manage medical and behavioral health needs. Learn about your medications and find support in your community.
  - **Community Health Navigators**  
Help you find essential community resources including food, housing, safety and well-being.
  - **Community Outreach**  
Identifies and connects you to programs and services in your community.
- To learn more or to find a provider, contact **1-833-704-1177** (TTY 1-855-534-6730) or visit [www.amerihhealthcaritasnh.com](http://www.amerihhealthcaritasnh.com).

- **Ready for My Recovery Program** Care Management education, backpack and dollar rewards for achieving milestones in your recovery from substance use disorder. For members 12 and older.\*
  - **Cigarettes, Smokeless Tobacco or Vaping Cessation Program**  
Get help to quit using tobacco products or vaping. For members 12 and older.
  - **Mental Health Champion Reward**  
Earn up to \$50 for participating in Mental Health education, prevention, recovery, and community advocacy. For members 12 - 20.\*
  - **MemberConnections®**  
At-home outreach to help you with your medical and social service needs.
  - **Community Gateway Services**  
Special events and services held throughout the state – *Green to Go!* mobile food pantry, *Healthy Hour* fruit smoothie events, Bombas® Sock give aways, Friday Food Club boxes, Foster care supports and more.
  - **Self-care Kits**  
Dental kit, soap, shampoo, shave accessories and more.
- To learn more or to find a provider, contact **1-866-769-3085** (TDD/TTY: 1-855-742-0123) or visit [www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com).

- **Statewide Access to Care**  
Visit a network of hospitals, doctors, specialists, pharmacies, behavioral health and substance use disorder providers across New Hampshire.
  - **Help Managing Personal Health Needs**  
Access to registered nurses who provide personalized health services for living with special health needs and chronic conditions.
  - **Customized Texting Program**  
Stay connected to your care with text message reminders about screenings, immunizations and wellness tips.
  - **Nurse Advice Line**  
Call and speak to a registered nurse 24 hours a day, seven days a week, with your immediate health questions.
  - **Smoking Cessation Program**  
Get support, resources and learn how to maintain a tobacco-free lifestyle.
  - **Member Portal**  
Online access to your virtual member ID card, plan information and more.
- To learn more or to find a provider, contact **1-877-957-1300** (TDD/TTY: 711) or visit [www.wellsense.org](http://www.wellsense.org).

# Meet Your Health Plans



## Medicaid Care Management A Tool for Making an Informed Decision

### Choosing a Managed Care Plan

NH Family Voices has created this worksheet to help you through the process of making an informed decision regarding your health plan selection.



The NH Medicaid Care Management (MCM) program uses three health plans. The health plans cover the same services that NH Medicaid does. The health plans also offer value-added services or extra services and programs, at no cost to you. Extra services vary by health plan. Contact the health plans or visit their websites to learn more.

AmeriHealth Caritas NH      Member Services: (1-833) 704-1177 / (TTY: 1-855-534-6730)  
Web: [www.amerihealthcaritasnh.com](http://www.amerihealthcaritasnh.com)

NH Healthy Families      Member Services: (1-866) 769-3085 / (TTY/TDD: 1-855-742-0123)  
Web: [www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com)

WellSense Health Plan      Member Services: (1-877) 957-1300 / (TTY/TDD: 711)  
Web: [www.wellsense.org](http://www.wellsense.org)

Each health plan has its own network of doctors, nurses and other providers who work together to give you the care you need. There may be some differences in pharmaceuticals and prior authorizations.

- ♦ If you have questions about enrolling with a health plan, call NHDHHS toll-free at **1-844-ASK-DHHS** (1-844-275-3447) and select option #8 or 603-271-9700 (TDD: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:00 p.m. ET and they will assist you.
- ♦ You can also call or visit a ServiceLink Resource Center at 1-866-634-9412 or [www.servicelink.nh.gov](http://www.servicelink.nh.gov)
- ♦ If you have a NH EASY account, you can log in for more information. If you do not have a NH EASY account, enroll on-line with NH EASY Gateway to Services <https://nheasy.nh.gov/#/>.

*This tool was a collaboration between NH Family Voices and the NHDHHS.  
If you have a child with special healthcare needs/disabilities you can call or visit  
NH Family Voices at (603) 271-4525 or [www.nhfv.org](http://www.nhfv.org)*

Form 1080  
7/2023

**The tool** - Once you have completed the table below, look at your “must keep” column and which Health Plan lists your provider. Think about the providers in the other columns and decide on a plan that best suits your needs.

Considerations:

- ◆ Your providers may have chosen to sign on with all health plans or just one or two. You may want to call your providers and inquire which plans they are in enrolled with or visit the health plan’s website for this information.
  - ◆ Each plan can arrange for you to get help from a care manager who can assist you in maneuvering through Medicaid services.
- ◆ You may not be able to access all of your specialists in one plan, resulting in the need to choose new providers.

Child’s Providers/Services	How many times a yr. do you or your child see the provider?	Prioritize Who is the most important to you?			Medicaid Health Plans Check off the health plan in which your providers are listed		
		Must keep	Change possible	Willing to change	WellSense Health Plan	NH Healthy Families	AmeriHealth Caritas NH
◆ Primary Doctor or Pediatrician							
◆ Specialist: (i.e. Urologist, Neurologist, Cardiologist, etc.) List below:							
▪							
▪							
▪							
▪							
◆ Rehabilitative Services: (i.e. PT and OT, Speech and Language, etc.) List below:							
▪							
▪							
▪							
◆							
◆ Other services you may need to consider:				WellSense Health Plan	NH Healthy Families	AmeriHealth Caritas NH	
◆ Medications/Pharmacy (including compounds) The prescription drug list (also called ‘formulary’) is available on each health plan’s website.							
◆ DME/Personal Care Medical Supplies							
◆ Transportation including Wheelchair Transport							
◆ Special Value Added/Extra Services							
◆ Deaf Services							
◆ Cultural/Language Services							

# Get help in your language

## English (English)

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-844-275-3447 (TTY: 1-800-735-2964)

## Español (Spanish)

ATENCIÓN: Si usted habla español, tiene a disposición servicios de asistencia lingüística, gratuitos. Llame al 1-844-275-3447 (TTY: 1-800-735-2964)

## Ikinyarwanda (Kinyarwanda)

IKITONDERWA: Nuvuga Ikinyarwanda, serivisi z'ubufasha bw'ururimi, zitishyurwa, urazibona. Hamagara 1-844-275-3447 (TTY: 1-800-735-2964)

## नेपाली (Nepali)

ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंको लागि निःशुल्क नेपाली भाषा सहायता सेवा उपलब्ध छ । 1-844-ASK-DHHS (TTY: 1-800-735-2964) मा फोन गर्नुहोस् ।

## Kiswahili (Swahili)

TAHADHARI: Ikiwa unaongea Kiswahili, huduma za usaidizi wa lugha ya Kiswahili, zinapatikana kwako bila malipo. Piga simu 1-844-275-3447 (TTY: 1-800-735-2964)

## العربية (Arabic)

تنباه: إذا كنت تتحدث بالعبية، فإنك خدمتت رجمة مجلي قهت اح نك. الرجاء اتصن الابل رقم 1-844-275-3447 (TTY: 1-800-735-2964)

## Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Si ou pale Kreyòl Ayisyen, Nou mete sèvis asistans lang ki gratis disponib pou ou. Rele nan nimewo 1-844-275-3447 (TTY: 1-800-735-2964)

## Ikirundi (Kirundi)

MENYA NEZA: Ukaba uvuga Ikirundi, urashobora kuronswa ubufasha mu gusiguza muzindi ndimi kubuntu. Hamagara kuri 1-844-275-3447 (TTY: 1-800-735-2964)

## Português (Portuguese)

ATENÇÃO: Se você fala Português temos serviços gratuitos de assistência linguística disponíveis para você. Ligue para o número 1-844-275-3447 (TTY: 1-800-735-2964)

## Soomaali (Somali)

DIGTOONI: Haddii aad ku hadasho Soomaali, adeegyada caawimada luqadda, bilaash ah, ayaa lagu heli karaa. Wac 1-844-275-3447 (TTY: 1-800-735-2964)

## Maay (Maay/Mai Mai)

FIIRA QAAS EH: Hattii ka koothaasa af Maay, atheegatha kaalmatha afka, bilaash eh, yaa la kin helee. Han weer 1-844-275-3447 (TTY: 1-800-735-2964)



# Get help in your language

## **မြန်မာစကား (Burmese)**

ဂရုပြုရန်- သင်သည် ဗမာစကား ပြောတတ်ပါက သင့်အတွက် အခမဲ့ ဗမာဘာသာ အကူအညီ ဝန်ဆောင်မှုများအား ရရှိနိုင်ပါသည်။ 1-844-275-3447 (TTY: 1-800-735-2964) သို့ ခေါ်ဆိုပါ။

## **Français (French)**

ATTENTION: Si vous parlez français, des services d'assistance linguistique sont mis à votre disposition gratuitement. Appelez le 1-844-275-3447 (TTY: 1-800-735-2964)

## **Bosanski (Bosnian) / Hrvatski (Croatian)**

PAŽNJA: Ako govorite Bosanski/Hrvatski, besplatne prevodilačke usluge su vam na raspolaganju. Pozovite 1-844-275-3447 (TTY: 1-800-735-2964)

## **Tiếng Việt (Vietnamese)**

LƯU Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ tiếng Việt miễn phí sẵn có dành cho quý vị. Hãy gọi 1-844-275-3447 (Dành cho người khiếm thính: TTY: 1-800-735-2964)

## **普通话 (Mandarin Chinese)**

注意：如果您讲普通话，可免费享受普通话帮助服务。请拨打1-844-275-3447 (TTY: 1-800-735-2964)

## **ਪੰਜਾਬੀ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। 1-844-275-3447 (TTY: 1-800-735-2964) 'ਤੇ ਕਾਲ ਕਰੋ

## **Русский (Russian)**

ВНИМАНИЕ: Если вы говорите по-русски, переводческие услуги могут предоставляться вам бесплатно. Звоните 1-844-275-3447 (TTY: 1-800-735-2964)

## **Ελληνικά (Greek)**

ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, διατίθενται δωρεάν γλωσσικές υπηρεσίες υποστήριξης. Καλέστε 1-844-275-3447 (TTY: 1-800-735-2964)

## **हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ मुफ्त उपलब्ध हैं। कॉल करें 1-844-275-3447 (TTY: 1-800-735-2964)