

## NH Medicaid Care Management *Frequently Asked Questions (FAQs)*

### What are my options during Open Enrollment?

Open Enrollment runs September 1 through September 30, 2023. During this period, you have the option to stay with your current Health Plan or enroll in another one. When you change plans during this period, the coverage effective date for your new plan will be October 1, 2023. Your Health Plan choices are:

AmeriHealth Caritas New Hampshire	<a href="https://www.amerihealthcaritasnh.com">https://www.amerihealthcaritasnh.com</a> Member Services: <b>1-833-704-1177</b> (TTY: 1-855-534-6730)
NH Healthy Families	<a href="http://www.nhhealthyfamilies.com">http://www.nhhealthyfamilies.com</a> Member Services: <b>1-866-769-3085</b> (TTY/TDD: 1-855-742-0123)
WellSense Health Plan	<a href="https://www.wellsense.org">https://www.wellsense.org</a> Member Services: <b>1-877-957-1300</b> (TTY/TDD: 711)

If you need help with enrollment, contact the Department's Customer Service Center 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 or visit NH EASY at <https://nheasy.nh.gov/>. 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).

### What should I consider before deciding to keep or change my health plan?

Because all three Health Plans provide the same NH Medicaid medical, behavioral health and pharmacy coverage, you may want to compare each Health Plan's provider networks, extra services and programs, and prescription drugs. You can compare the Health Plans by:

- Using the enclosed worksheet to **check directories for your provider(s)**. List your doctors, specialists and other providers. For those providers you want to continue to see, check Health Plan provider directories available on plan websites to see if your provider is in the plans' networks. If your provider is important to you and is in-network with more than one Health Plan, pick the Health Plan you like best.
- **Learning about plan extras**. Review the enclosed plan comparison and Health Plan websites to compare extra services and programs available at no cost to you (some limitations and exclusions may apply).
- **Checking the plan drug list**. In addition to following the State's Preferred Drug List (PDL), each Health Plan may develop a PDL for additional therapeutic classes. Make a list of your medications and check each Health Plan's PDL or drug formulary to learn whether your medications are covered. The drug list or formulary includes any special rules for coverage. Even if your current

medications are not covered by the Health Plans, there may be other drug options available to you.

Each Health Plan's PDL or drug formulary is available on plan websites and upon request from the Health Plans.

- **Reviewing Member Handbooks.** Check Health Plan Member Handbooks for information about plan benefits, special programs, prior authorization and other plan rules. Member Handbooks can help you determine if one Health Plan better meets your needs. The handbooks are available on plan websites and upon request from the Health Plans.
  - o <https://www.amerihhealthcaritasnh.com/assets/pdf/member/eng/member-handbook.pdf>
  - o <https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/NH-Model-Handbook-January-2023-CLEAN-20230110.pdf>
  - o [https://www.wellsense.org/hubfs/Plans/NH Medicaid/Member Handbooks/NH Medicaid Member Handbook.pdf](https://www.wellsense.org/hubfs/Plans/NH%20Medicaid/Member%20Handbooks/NH%20Medicaid%20Member%20Handbook.pdf)

#### **What other changes are important to know?**

- **Continuity of care.** When transferring from Medicaid to a Health Plan or from one Medicaid Health Plan to another, your coverage may include continuity of Medicaid-covered services and prescription drugs you currently receive. Medicaid-covered services and medications you currently receive are generally covered up to 90 days after initial enrollment with the Health Plan, or until the plan reviews and approves your treatment plan.

#### **Can I change my Health Plan after October 1, 2023?**

You may change plans during Open Enrollment each year. You may also be eligible to change plans with or without cause as explained in your Member Handbook.

For more information, contact the Department's Customer Service Center 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 or visit NH EASY at <https://nheasy.nh.gov/>.