

The address and recipient
have been blocked out.
This was addressed to
an 11 year old girl.


nh healthy
families™

2 Executive Park Drive
Bedford, NH 03110

July 31, 2017

Halifax, NH

Subject: Changes to Your Health Insurance Plan

Dear [REDACTED]

Beginning July 1 there will be some changes to your health insurance plan. This letter will list each of the changes for you. Please see the next page in this letter for a list of changes to your plan.

These changes will be put into a new Member Handbook. You can get a new hard copy of your Member Handbook. Call Member Services to request a new copy.

Call Member Services if you have any questions about any of the information in this letter.

Sincerely,

Member Services
NH Healthy Families

1-866-769-3085
TDD/TTY 1-855-742-0123

NHhealthyfamilies.com



Healthy Families must tell you why we are requesting a delay in making a decision within 2 calendar days. You have the right to file a grievance if you do not agree with the extension.

If you believe NH Healthy Families is not providing mental health or substance use disorder benefits in violation of the law, depending on your individual circumstances, you may file a grievance or appeal.

NH Healthy Families will mail the notice of adverse benefit determination by the date of the action when any of the following occur:

- You have died;
- You submit a signed written statement requesting service termination;
- You submit a signed written statement including information that requires service termination or reduction and indicate that you understand that the service termination or reduction will result;
- You have been admitted to an institution where you are ineligible under the state plan for further services;
- Your address is determined unknown based on returned mail with no forwarding address;
- You are accepted for Medicaid services by another state, territory, or commonwealth;
- A change in the level of medical care is prescribed by your doctor;
- The notice involves an adverse determination with regard to the preadmission screening requirements;
- The transfer or discharge from a facility will occur in an expedited fashion.

If NH Healthy Families fails to resolve your appeal timely, then it is decided you have exhausted the internal appeal process and you may request a state fair hearing. You can request a State fair hearing within 120 calendar days if you disagree with an appeal decision, or within 10 calendar days if you are requesting to continue benefits during the time the appeal is being decided.

If NH Healthy Families or the Department of Health and Human Services reverses the decision to deny, the services will be authorized promptly and no later than 72 hours from the date of notice.

Continuation of Benefits

NH Healthy Families will continue your benefits after you have filed an appeal as long as you meet the filing time requirements.

Questions?

Call Member Services if you have any questions about any of these changes.

- Phone: 1-866-769-3085
- TDD/TTY Phone: 1-855-742-0123



Changes to NH Healthy Families Health Insurance Coverage Effective July 1, 2017

Telemedicine

Telehealth or Telemedicine treatment is included in your health plan. This means that a specialist can monitor or treat you using the phone or other electronic means. This type of treatment is only for medically necessary situations. Your provider needs to be in the NH Healthy Families' network.

Gender Reassignment Surgery

NH Healthy Families will not deny or limit treatment on the basis of race, color, national origin, sex, age, or disability. We will not deny or limit any health services because they are ordinarily available to a different sex than the individual requesting them. We will not deny or limit services to a transgender individual. We will not exclude or limit health services related to gender transition.

Mental Health Parity

You may file a complaint with the New Hampshire Insurance Department (NHID) at <https://www.nh.gov/insurance/consumers/complaints.htm>. You are encouraged to file a complaint if you feel that the physical and behavioral health services you received were not given to you fairly. This would not be consistent with the Federal Mental Health Parity laws.

Physician Incentive Plans

NH Healthy Families encourages our providers to offer you the best care. You have the right to request and receive the plan we use to offer incentives to the providers in our network.

Medical Necessity

NH Healthy Families will give you and your provider medical necessity criteria upon request. This includes how we decide what is medically necessary for mental health and substance use disorder benefits.

Grievance and Appeal Process Changes

You, or someone on your behalf with your written consent, may file an appeal within 60 calendar days from the date on the notice of action.

If you request a standard appeal orally, you or your authorized representative must also send in a written, signed appeal.

NH Healthy Families shall make a decision on your request for an expedited (fast) appeal within 72 hours. When you request an expedited appeal, you have a limited time to present evidence and testimony, either in person and/or in writing.

We can extend the time it takes us to decide your appeal for up to 14 calendar days if you request an extension or if there is additional information needed to make a decision. NH

Statement of Non-Discrimination

NH Healthy Families complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NH Healthy Families does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NH Healthy Families:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact NH Healthy Families at 1-866-769-3085 (TDD/TTY 1-855-742-0123.)

If you believe that NH Healthy Families has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Grievances and Appeals Coordinator, NH Healthy Families, 2 Executive Park Drive, Bedford, NH 03102, 1-866-769-3085 (TDD/TTY 1-855-742-0123), Fax 1-866-614-1951.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, NH Healthy Families is available to help you. You may also file a discrimination complaint through the DHHS Office of the Ombudsman who has been designated to coordinate the efforts of NH DHHS's civil rights compliance for the Department: State of New Hampshire, Department of Health and Human Services, Office of the Ombudsman, 129 Pleasant Street, Concord, NH 03301-3857; (603) 271-6941 or (800) 852-3345 ext. 6941, FAX (603) 271-4632, TDD Access: relay NH 1-800-735-2964; E-mail: ombudsman@dhhs.nh.gov.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, Complaint forms are available at <https://www.ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).