

Summer 2023



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Another exciting year

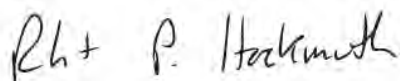
Just as there is a lot going on in the world right now, there is also a lot happening in the New Hampshire Medicaid market.

Redetermination in New Hampshire is upon us with the ending of the official COVID-19 public health emergency. Help make sure your Medicaid patients don't ignore the yellow letters from the state so that eligible patients can retain their coverage. Some beneficiaries have lost coverage as of April 1; some people will have later dates.

Note that this process will still likely result in a significant number of current Medicaid recipients losing their Medicaid coverage — medical and dental — due to ineligibility. Community health resources, such as clinics, are likely to see a spike in patient volume in the near future.

In addition, now that the state Department of Health and Human Services (DHHS) is covering adult dental for Medicaid directly, we have discontinued our adult dental benefit as redundant. DentaQuest will be the administrator for these new DHHS benefits. As a dental benefit is no longer viable as a market differentiator, AmeriHealth Caritas New Hampshire is looking at options for other value-added benefits to offer our members.

Despite all the tumult, we have continued to grow year over year. We now serve over 45,000 New Hampshire residents and help them get the care they need. Exciting times are ahead — stay tuned!



Robert P. Hockmuth, M.D.
Chief Medical Officer
AmeriHealth Caritas New Hampshire



Encourage your member patients to fill out an HRA to earn \$30*

Members of AmeriHealth Caritas New Hampshire can get an instant look at their health, and earn cash rewards on their [CARE Card](#). Our Health Risk Assessment (HRA) can help them get on the right track for better health. And it gives us a better idea of the types of care a member may need.

The HRA is easy to fill out, and there are several ways to do it:

- **Online:** Members can use our [online HRA form](#).
- **Paper mail:** Members can fill out the paper HRA they received in their welcome packet. Members can mail the completed HRA to the address shown at the end of the form.
- **Phone:** Member Services can help members complete their HRA over the phone. They can call Member Services at **1-833-704-1177 (TTY 1-855-534-6730)**.
- **At Walmart:** Walmart locations throughout the area have kiosks where members can complete an HRA in person. [Find a Pursuant Health kiosk](#).

*Some restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each state fiscal year ending June 30.

Redetermination for Medicaid is happening now

The New Hampshire Department of Health and Human Services (DHHS) conducts an annual review of Medicaid members' eligibility to ensure they meet the requirements to participate in a Medicaid plan. **It is imperative that members complete and return the Medicaid annual review forms in a timely manner in order to continue to receive Medicaid benefits.**

We are requesting assistance from our provider network with AmeriHealth Caritas New Hampshire members'/your patients' recertification efforts.

Please encourage members to review the letters they receive from DHHS and take action during the timeline outlined in their letter. Members should not contact you or DHHS if their redetermination date is more than 60 days in the future. For those in need of assistance, direct them to us at **1-833-704-1177 (TTY 1-855-534-6730)**.

Adult dental coverage transitions to the state

Beginning **April 1, 2023**, the New Hampshire Department of Health and Human Services (DHHS) is offering expanded dental benefits to those **aged 21 and older** through the New Hampshire Medicaid program. The last day of active coverage of our members' **adult dental** benefit through the plan will be **March 31, 2023**. All other benefits members get through AmeriHealth Caritas New Hampshire will stay active.

The children and adolescent dental benefit for individuals **younger than age 21 is not changing** and remains under the management of New Hampshire Medicaid.

Dental procedures requiring multiple visits that started before March 31 are still authorized and covered under the dental benefit that existed at the time the treatment plan began. However, if a prior authorization is requested after March 31 as part of that treatment plan, that coverage will be administered by the DHHS vendor, DentaQuest. If you have any questions about the dental benefit that will be offered through DentaQuest, please call them at **1-844-583-6151**.

You can also contact your Provider Network Management Account Executive, or call the Provider Services department at **1-888-599-1479**.





Record birth weight and gestational age on all birth notifications

AmeriHealth Caritas New Hampshire would like to remind providers to include birth weight and gestational age with all birth event notifications. Supply this information on the State of New Hampshire's standardized Birth Event Notification form. This form should be submitted for all births. You can find the form on our website in the Forms section by clicking the link called [Obstetrical Delivery Notification Form](#).

This basic information is critically important to help ensure the best care, guide us in further supporting our members, and evaluate the effectiveness of our care management programs and interventions. Be sure to include both birth weight and gestational age when you notify us of a birth.

Consider using NaviNet to submit plan notification and prior authorization requests. Providers can upload clinical information through the [NaviNet provider portal](#) and view the status of requests in real time.

More flexible scheduling for well-child visit

AmeriHealth Caritas New Hampshire is giving providers and patients more choice and convenience in scheduling annual well-child visits. In 2023, a child's well visit can be scheduled for **anytime during the calendar year**. There is no longer any need to wait 365 days between well-child visits.

In addition to more flexible appointment scheduling, this also helps you as the provider with getting more children in for their annual well visits, which can earn you incentives as part of our Quality Enhancement Program.* Also, the member earns a \$30 reward when they keep their annual well-child appointment.

If you have questions, contact Provider Network Management Account Executive or the Provider Services department at **1-888-599-1479**.

*Learn more at <https://www.amerhealthcaritasnh.com/assets/pdf/provider/resources/primary-care-provider-quality-enhancement-program.pdf>, and by reading the article "Earn extra by providing quality care" on the right side of this page.

Earn extra by providing quality care

The Quality Enhancement Program (QEP) is a unique reimbursement system developed by AmeriHealth Caritas New Hampshire for participating primary care providers (PCPs).

PCP offices whose panels average 50 or more members are eligible for this program, which provides incentives for high-quality and cost-effective care, and for submission of accurate, timely and complete health data. The QEP provides financial incentives beyond a PCP practice's base compensation when defined quality targets are reached. Incentive payments are not based on individual provider performance, but on the performance of your practice, unless you are a solo provider. We have staff available that are willing to help provide ideas to improve your quality scores to earn a higher incentive payment.

You can get more details on the [Quality Enhancement Program page](#) of our website or by speaking with your Account Executive.



Tell your patients about our Wellness and Opportunity Center

Our bright, inviting space attached to the north end of our Manchester office, located at 25 Sundial Avenue, is open to all — even if they are not AmeriHealth Caritas New Hampshire members.

So far this year, the new Wellness and Opportunity Center has welcomed over 160 guests.

We have also introduced our food pantry (also open to all), which also has some clothing and coats. And in March, we held our first workshop, “Snack Pals,” with Hannaford’s Health-Wellness Dietician team.

The concept of the center is based on three pillars:

1. We can help members with their benefits and address their social determinants of health.
2. We can help members complete their Health Risk Assessments, which are important to help guide health care and self-care.
3. We welcome nonprofits, government, and providers to utilize our space for working, meetings, presentations, and more!

Stop by and check it out!



Medicine updates

Visit www.amerhealthcaritasnh.com for up-to-date pharmacy information. Our Pharmacy and Therapeutics Committee meets four times a year to vote on changes to the preferred drug list, including which medicines to add or remove. The website includes:

Prescription benefits: www.amerhealthcaritasnh.com/member/eng/benefits/pharmacy.aspx

Up-to date drug list: www.amerhealthcaritasnh.com/provider/pharmacy/index.aspx

Drug list changes: www.amerhealthcaritasnh.com/provider/newsletters-and-updates/index.aspx

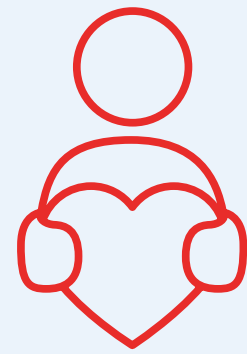
If you have any questions regarding prescription benefits please call Pharmacy Member Services at 1-888-765-6383 (TTY 711), 24 hours a day, seven days a week.



Our Care Crew volunteers in the community

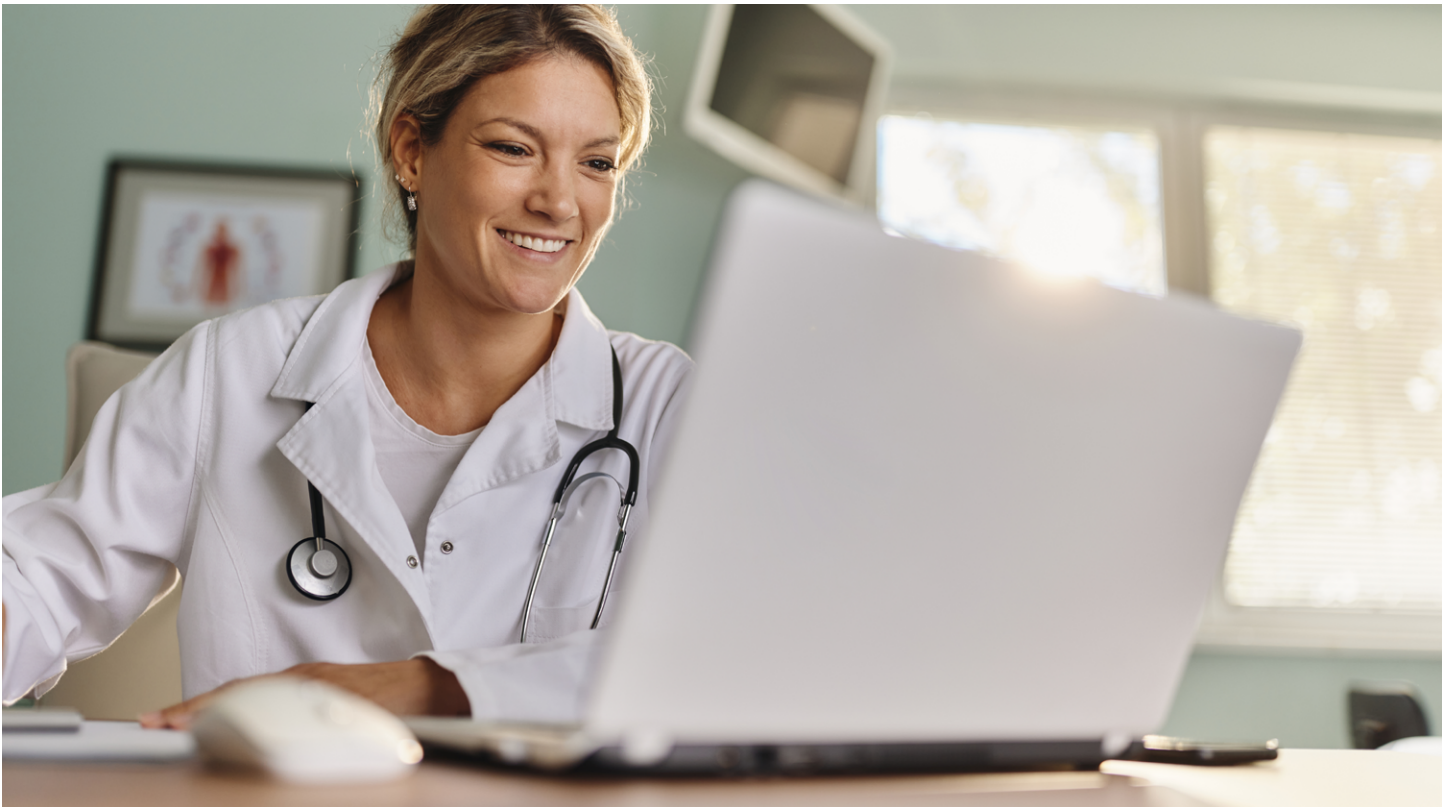
On Friday, March 24, 2023, the AmeriHealth Caritas Care Crew volunteered at the Families in Transition food pantry on Lake Street in Manchester. They sorted donated food items and helped “check out” pantry customers after they chose their items.

From left to right: Kara Bell, Market President Bill Keena, Lynne Ducharme, Jeff DeAlmo, Erinne Brown, Stefan Molongoski



In January, the Care Crew donated a combined 27 hours of labor at 1269 Café Ministries for the Dr. Martin Luther King Jr. MLK Day of Service.

From left to right: Chief Medical Officer Robert Hockmuth, Stefan Molongoski, Market President Bill Keena



How we can help your practice with trauma-informed care

Trauma has many different forms and can affect people in different ways. Since trauma can have serious effects on people's health, behaviors, relationships, and other aspects of day-to-day life, health care providers of all disciplines are encouraged to learn more trauma-informed care (TIC). Providers are also encouraged to develop a comprehensive TIC approach to help promote healing, recovery, and wellness.

Your AmeriHealth Caritas New Hampshire Provider Network Management Account Executive is your connection to an array of practice support services and national and local resources for you, your staff, and your patients. They can help you take advantage of these resources available to our network providers:

- **Education:** Clinical education on trauma and trauma-informed care and a variety of clinical topics, including evidence-based motivational interviewing techniques to improve patient engagement.
- **Continued learning:** Subject matter experts on screening and referral practices, online resources such as our exclusive behavioral health toolkit, and e-learning modules specifically designed for providers.
- **One-step patient referrals:** The Let Us Know program, a one-step patient referral process to AmeriHealth Caritas New Hampshire care coordination and care management services.
- **Billing:** Billing and coding information on Screening, Brief Intervention, and Referral to Treatment (SBIRT) procedures.
- **Data:** Practice-specific data on patients' health conditions attributable to trauma.
- **Resources in your community:** Information on local community services and resources specializing in behavioral health and trauma-informed approaches.
- **Additional services for members:** Member access to community wellness services, including access to health promotion and wellness information and events that help treat the effects of trauma.
- **Care coordination and management:** Care coordination and care management services to help your patients find, schedule, and attend specialty provider treatment and connect with resources.

You can also quickly and easily access the above resources from our [Provider Support Resources Menu](#).



Obtain authorization information online

AmeriHealth Caritas New Hampshire gives providers access to our prior authorization criteria, clinical practice guidelines, and clinical policies. You find this information on our website:

- Prior authorizations/utilization management, physical and behavioral:
 - www.amerhealthcaritasnh.com/provider/resources/prior-auth.aspx; and
 - www.amerhealthcaritasnh.com/provider/resources/physical-prior-auth.aspx.
- **Prior authorizations/utilization management, pharmacy:** www.amerhealthcaritasnh.com/provider/resources/pharmacy-prior-auth.aspx
- **Clinical practice guidelines:** www.amerhealthcaritasnh.com/assets/pdf/provider/resources/clinical/CPG-ACNH-1121.pdf
- **Clinical policies:** www.amerhealthcaritasnh.com/provider/resources/clinical/policies.aspx

The information is also available by request via:

- In-person visit to our office at 25 Sundial Ave., Ste. 130 W, Manchester, NH
- Calling Provider Services at **1-888-599-1479**.
- Faxing PerformRx at **1-866-880-3679** or Utilization Management at **1-833-469-2264**.

[Sign up for NaviNet](#) to send authorization requests electronically. Also see the article on page 9 for more details about NaviNet.

Get online medical authorizations through NaviNet



AmeriHealth Caritas New Hampshire has worked with AmeriHealth Caritas New Hampshire has worked with NantHealth | NaviNet to bring you Medical Authorizations — a robust, intuitive, and streamlined online authorizations workflow.

In addition to submitting new authorizations and inquiring on existing authorizations, you will also be able to:

- Verify if no authorization is required
- Receive auto-approvals, in some circumstances
- Submit an amended authorization
- Attach supplemental documentation Sign up for in-app status-change notifications directly from the health plan

- Access a multi-payer authorization log
- Submit inpatient concurrent reviews online if you have Health Information Exchange (HIE) capabilities (Fax is no longer required.)
- Review inpatient admission notifications and provide supporting clinical documentation

Want to learn more about Medical Authorizations? Video tutorials and step-by-step instructions will be available via the [NaviNet Plan Central page](#) and the NantHealth Help Center.

Member rights and responsibilities



AmeriHealth Caritas New Hampshire is committed to treating our members with dignity and respect. AmeriHealth Caritas New Hampshire, its network providers, and other providers of service may not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. Our members also have specific rights and responsibilities. The complete list is available on our website at www.amerhealthcaritasnh.com. Go to the member homepage and you'll find the link to Your Rights and Responsibilities at the bottom of the column on the left, or visit www.amerhealthcaritasnh.com/member/eng/rights/index.aspx

Keep your information updated with us

Our online provider directory is an important tool in helping members find a network doctor or health care facility, such as a hospital or urgent care clinic, in their area. An accurate provider directory helps our members find you. Keeping your contact information updated with us also helps us communicate with you.

To keep your information updated: Check often to make sure your AmeriHealth Caritas New Hampshire provider directory information is accurate. Some of the important items we include in the directory are:

- Phone and fax numbers
- Hospital affiliations
- Address and office hours



- Open status
- Website address
- Cultural and linguistic capabilities
- Accommodations for members with disabilities or special needs

And for us to contact you, it's important that we have your practice email address as well as your fax number.

To update or correct your provider information, use the [Provider Change Form](#), call Provider Services at 1-888-599-1479, or use your letterhead to fax Provider Services at 1-833-609-2264. The online directory is updated daily Monday through Friday.



Do you know your Provider Network Management Account Executive?

Your Provider Network Management Account Executive is your liaison with AmeriHealth Caritas New Hampshire. They are responsible for orientation, continuing education, and problem resolution for our network providers.

Call your Account Executive:

- To arrange for orientation for a new practice, or on new specific quality programs.
- To resolve an issue that could not be resolved through our standard processes.
- To report any change in your status, such as a phone number, address, taxpayer identification number, or additions/deletions of physicians at your practice.

Email us or give us a call. And find us online at

www.amerhealthcaritasnh.com/assets/pdf/provider-provider-network-mgmt-account-executive-territory-assignments.pdf.

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Network News is used to share information on topics of importance to you, including important plan updates, provider training events and more.

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- Click **Submit**.
- Watch for a confirmation email in your inbox.

Your information will be kept confidential. We encourage all providers to register.



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New Hampshire

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