

Addendum to the Medicaid Care Management Program Member Handbook for Granite Advantage Members

Effective September 1, 2019

This is important information on how your coverage has changed from that described in your AmeriHealth Caritas New Hampshire Member Handbook effective September 1, 2019.

You are not required to take any action in response to this document, but we recommend you read the content and keep this information for future reference. If you have any questions please call Member Services at **1-833-704-1177** (**TTY: 1-855-534-6730**).

Important changes to your AmeriHealth Caritas New Hampshire Member Handbook include:

Here is a sample Granite Advantage membership ID card:



AmeriHealth Coritas	www.amerihealthcaritasnh.com		
New Hampshire			
Always carry your AmeriHealth Caritas New Hampshire	Member Services		
card. You'll need it to get your benefits. Go to your Ameri Health Cartlas New Hampshire primary care provider PCP) for medical care.	1-833-704-1177 (TTY 1-855-534-6730) 24 hours a day, seven days a week		
Emergency room: Go to an emergency room near you if you believe your readical condition may be an emergency. If you get emergency calle, please notify your PCP.	Provider Services and prior authorization 1-888-599-1479		
Out-of-area care: Report out-of-area care to AmertHealth Caritas New Hampshire and your PCP within 48 hours.	Report Medicaid fraud 1-866-833-9718		
Mental health, drug, and alcohol services: Call Member Services at 1-833-704-1177.	To speak with a nurse anytime 1-855-216-6065		
To file an appeal or grievance, contact Member Services at 1-833-704-1177.	Pharmacy Member Services 1-888-765-6383 or TTY 711		
AmeriHealth Caritas New Hampshire Claims Processing P.O. Box 7387 London, MY 40742-7387	Pharmacy RuSIN #019595 Pharmacy RsPCN #PRX00800 Pharmacy Provider Services: 1-888-785-6394		

Where you can find the change in your Member Handbook	Brief Description of Current Handbook Information	Handbook Changes	What does this mean for you?
Chapter 1.5, How other insurance works with our plan	This explains how other insurance like Granite Advantage, works with our plan.	New content: Granite Advantage members get their health insurance coverage through Medicaid managed care plans The State contracts with AmeriHealth Caritas New Hampshire to provide health insurance coverage for Granite	As a Granite Advantage member, AmeriHealth Caritas New Hampshire provides your health insurance coverage. Also included is information about changes Granite Advantage Community Engagement requirements.

		Advantage members. In accordance with a federal court order dated July 29, 2019, Community Engagement requirements are not in effect at this time.	
Section 2.8, How to contact the NH DHHS Customer Service Center	This section explains types of support available from NH DHHS's Customer Service Center.	Revised content: The New Hampshire Department of Health and Human Services (NH DHHS) Customer Service Center provides help when you have questions about New Hampshire Medicaid eligibility or plan enrollment, Granite Advantage, and benefits managed directly by NH DHHS as described in Section 4.4 (NH Medicaid benefits covered outside the plan), and when you need a new or replacement New Hampshire Medicaid card.	Granite Advantage is a subject supported by the NH DHHS Customer Service Center.
Section 13.2, Definitions of important words (Granite Advantage)	New "Granite Advantage" definition.	New content: Granite Advantage – The State contracts with Medicaid managed care plans to provide health insurance coverage for Granite Advantage members.	"Granite Advantage" is defined.