



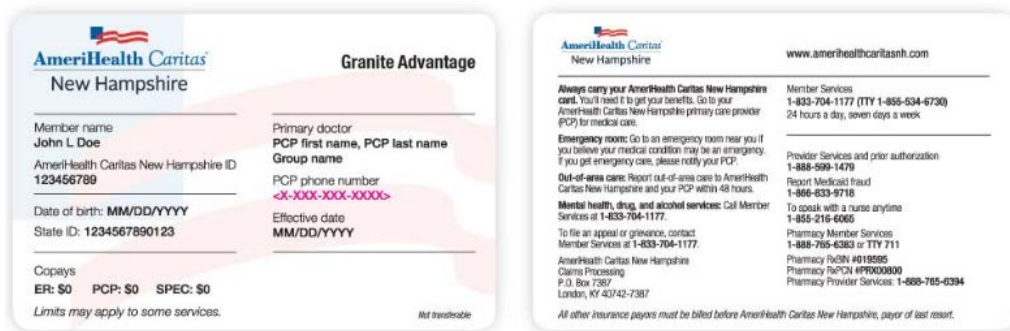
**Addendum to the
Medicaid Care Management Program Member Handbook
for Granite Advantage Members**
Effective September 1, 2019

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:



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.	<p><i>New content:</i> 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</p>	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.

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