

**This is important information on how your coverage has changed from that described in your AmeriHealth Caritas New Hampshire Member Handbook effective July 17, 2022.** You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

We previously sent you a Member Handbook that includes information about your coverage. This notice is to let you know there are changes in your Member Handbook. Below you will find information describing these changes. Please keep this information for your reference.

If you have any questions, call Member Services at **1-833-704-1177 (TTY 1-855-534-6730) 24 hours a day, seven days a week.**

Changes to your Member Handbook:

<b>Where you can find the change in your Member Handbook</b>	On page 14, under Section 2.1 ( <i>How to contact AmeriHealth Caritas New Hampshire Member Services</i> )
<b>Original Information</b>	<b>In case of a mental health and/or substance use emergency</b> — If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call the toll-free NH Rapid Response Access Point ( <b>1-833-710-6477</b> ) anytime day or night. This includes concerns about substance use.
<b>New or Corrected Information</b>	<b>In case of a mental health and/or substance use emergency or crisis</b> — If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), call, text, or chat <b>988</b> — the national Mental Health Lifeline — 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.  Or, call or text the toll-free NH Rapid Response Access Point ( <b>1-833-710-6477</b> ) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.
<b>What does this mean for you?</b>	The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.

<b>Where you can find the change in your Member Handbook</b>	On page 15, under Section 2.5 ( <i>How to contact the plan's Nurse Call Line</i> )
<b>Original Information</b>	<b>In case of a mental health and/or substance use emergency</b> — If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), including concerns about substance use, call the toll-free NH Rapid Response Access Point ( <b>1-833-710-6477</b> ) anytime day or night.
<b>New or Corrected Information</b>	<b>In case of a mental health and/or substance use emergency or crisis</b> — If you or someone you know is in need of emotional or mental health supports/services (or there is a risk of suicide), including concerns about substance use, call, text, or chat <b>988</b> — the national Mental Health Lifeline — 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.  Or, call or text the toll-free NH Rapid Response Access Point ( <b>1-833-710-6477</b> ) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.
<b>What does this mean for you?</b>	The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.



<p><b>Where you can find the change in your Member Handbook</b></p>	<p>On page 16, under Section 2.6 (<i>How to request behavioral health services (mental health or substance use disorder services)</i>)</p>
<p><b>Original Information</b></p>	<p><b>In case of a behavioral health (mental health and substance use) emergency</b> — Call the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>), anytime day or night.</p>
<p><b>New or Corrected Information</b></p>	<p><b>In case of a behavioral health (mental health and substance use) emergency or crisis</b> — Call, text, or chat <b>988</b> — the national Mental Health Lifeline — 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p>
<p><b>What does this mean for you?</b></p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>

<p><b>Where you can find the change in your Member Handbook</b></p>	<p>On page 30, under Section 3.6 (<i>Emergency, urgent, and after-hours care</i>) <i>What is a “medical emergency” and what should you do if you have one?</i></p>
<p><b>Original Information</b></p>	<p><b>What is a “behavioral health emergency”</b></p> <p>A <b>“behavioral health emergency”</b> is an emergent situation in which someone is in need of behavioral health (mental health and/or substance use) assessment and treatment, is a danger to themselves or others, or exhibits significant behavioral deterioration rendering the member unmanageable and unable to cooperate in treatment.</p> <p>A <b>“mental health crisis”</b> is any situation in which a person’s behaviors puts them at risk of hurting themselves or others, and/or when they are not able to resolve the situation with the skills and resources available. Many things can lead to a mental health crisis including, increased stress, physical illness, problems at work or at school, changes in family situations, trauma/violence in the community or substance use. These issues are difficult for everyone, but they can be especially hard for someone living with a mental illness.</p> <p>If you have a behavioral health emergency or mental health crisis:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. You do not need to get approval or a referral first from your PCP. Crisis response services are available over the phone or face-to-face 365 days a year, 7 days a week, 24 hours per day.</li> <li>• Call the National Suicide Prevention Lifeline (<b>1-800-639-6095</b>) 24 hours a day, 7 days a week. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> </ul> <p><b>As soon as possible, make sure that our plan has been told about your emergency.</b> We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours at <b>1-833-704-1177 (TTY 1-855-534-6730) available 24 hours a day, seven days a week.</b></p>



<p><b>New or Corrected Information</b></p>	<p><b>What is a “behavioral health emergency” or “behavioral health crisis”?</b></p> <p>A <b>“behavioral health emergency”</b> is an emergent situation in which someone is in need of behavioral health (mental health and/or substance use) assessment and treatment, is a danger to themselves or others, or exhibits significant behavioral deterioration rendering the member unmanageable and unable to cooperate in treatment.</p> <p>A <b>“behavioral health crisis”</b> is any situation in which a person’s behaviors puts them at risk of hurting themselves or others, and/or when they are not able to resolve the situation with the skills and resources available. Many things can lead to a behavioral health crisis including, increased stress, physical illness, problems at work or at school, changes in family situations, trauma/violence in the community or substance use. These issues are difficult for everyone, but they can be especially hard for someone living with a behavioral health illness or disorder.</p> <p>If you have a behavioral health emergency or behavioral health crisis:</p> <ul style="list-style-type: none"> <li>• <b>Get help as quickly as possible.</b> Call, text, or chat <b>988</b> — the national Mental Health Lifeline — 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> </ul> <p><b>As soon as possible, make sure that our plan has been told about your behavioral health emergency or crisis.</b> We need to follow up on your emergency or crisis care. You or someone else should call to tell us about your emergency or crisis care, usually within 48 hours at <b>1-833-704-1177 (TTY 1-855-534-6730) available 24 hours a day, seven days a week.</b></p> <p>You do not need to get approval or a referral first from your PCP.</p>
<p><b>What does this mean for you?</b></p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>
<p><b>Where you can find the change in your Member Handbook</b></p>	<p>On page 30, under Section 3.6 (<i>Emergency, urgent, and after-hours care</i>) <i>What is a “behavioral health emergency”</i></p>
<p><b>Original Information</b></p>	<p><b>What if you or someone you know struggles with addiction or substance use?</b></p> <p>AmeriHealth Caritas New Hampshire understands that addiction is a disease and that access to immediate help is critical to recovery.</p> <ul style="list-style-type: none"> <li>• If you are an AmeriHealth Caritas New Hampshire member struggling with addiction and are in need of urgent care, contact member services; or</li> <li>• If you are experiencing a substance use crisis or emergency <b>get help as quickly as possible.</b> Call the NH Rapid Response Access Point toll-free at <b>1-833-710-6477</b> anytime day or night. You do not need to get approval or a referral first from your PCP. Crisis response services are available over the phone or face-to-face.</li> </ul>



<p><b>New or Corrected Information</b></p>	<p><b>What if you or someone you know struggles with addiction or substance use?</b></p> <p>AmeriHealth Caritas New Hampshire understands that addiction is a disease and that access to immediate help is critical to recovery.</p> <ul style="list-style-type: none"> <li>• If you are an AmeriHealth Caritas New Hampshire member struggling with addiction and are in need of urgent care, contact AmeriHealth Caritas New Hampshire Member Services; or</li> <li>• If you are experiencing a substance use crisis or emergency <b>get help as quickly as possible</b>. Call, text, or chat <b>988</b> — the national Mental Health Lifeline — 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</li> <li>• Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</li> </ul> <p>You do not need to get approval or a referral first from your PCP.</p>
<p><b>What does this mean for you?</b></p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>

<p><b>Where you can find the change in your Member Handbook</b></p>	<p>On page 46, under Section 4.2 (<i>Benefits Chart</i>) <i>Inpatient mental health services</i></p>
<p><b>Original Information</b></p>	<p>*Special coverage rules apply for some inpatient stays. If you are age 21 – 64 years, contact Member Services to see if you meet coverage requirements.</p> <p>There is no lifetime limit on the number of days a member can have in an inpatient mental health care facility.</p>
<p><b>New or Corrected Information</b></p>	<p>*Special coverage rules apply for some inpatient stays. If you are age 21 – 64 years, contact Member Services to see if you meet coverage requirements. Inpatient stays may not exceed 60 days per admission for members age 21 – 64 years.</p> <p>There is no lifetime limit on the number of days a member can have in an inpatient mental health care facility.</p>
<p><b>What does this mean for you?</b></p>	<p>Members ages 21 – 64 who are admitted for inpatient mental health services that include:</p> <ul style="list-style-type: none"> <li>• Inpatient mental health services to evaluate and treat an acute psychiatric condition</li> <li>• Psychiatric consultation on an inpatient medical unit</li> </ul> <p>may not receive these services for more than 60 days per admission. Members ages 21 – 64 must still contact Member Services to see if they meet coverage requirements.</p>

<p><b>Where you can find the change in your Member Handbook</b></p>	<p>On page 59, under Section 4.2 (<i>Benefits Chart</i>) <i>Urgently needed care</i></p>
<p><b>Original Information</b></p>	<p>If you require urgently needed care for a change in mental health or substance use call the NH Rapid Response Access Point <b>1-833-710-6477</b>, anytime day or night. You do not need to get approval or a referral first from your PCP. Crisis response services are available over the phone or face-to-face.</p>



<p><b>New or Corrected Information</b></p>	<p>If you require urgently needed care for a mental health or substance use crisis call, text, or chat <b>988</b> — the national Mental Health Lifeline — 24 hours a day, 7 days a week to connect with a trained crisis counselor. The Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress.</p> <p>Or, call or text the toll-free NH Rapid Response Access Point (<b>1-833-710-6477</b>) anytime day or night. Crisis response services are available over the phone, by text, or face-to-face.</p> <p>You do not need to get approval or a referral first from your PCP.</p>
<p><b>What does this mean for you?</b></p>	<p>The <i>new</i> toll-free <b>988</b> Mental Health Lifeline helps callers connect with a trained crisis counselor.</p>

<p><b>Where you can find the change in your Member Handbook</b></p>	<p>On page 63, under Section 4.3 (<i>Extra benefits provided by the plan</i>)</p>
<p><b>Original Information</b></p>	<p>N/A</p>
<p><b>New or Corrected Information</b></p>	<p><b>New technology</b> — AmeriHealth Caritas New Hampshire evaluates new technology, including medical procedures, drugs and devices, and the new application of existing technology, for coverage determination. The AmeriHealth Caritas New Hampshire medical director and/or medical management staff may periodically identify relevant technological advances for review pertinent to the AmeriHealth Caritas New Hampshire population. The Clinical Policy Committee (CPC) reviews all requests for coverage and makes a determination regarding any benefit changes that are indicated. AmeriHealth Caritas New Hampshire uses nationally recognized technology guidelines from scientific journals and the Centers for Medicaid &amp; Medicare Services (CMS). When a request is received for coverage of new technology that has not been reviewed by the CPC, the AmeriHealth Caritas New Hampshire medical director will review the request and make a one-time determination. This new technology request will then be reviewed at the next regularly scheduled CPC meeting.</p>
<p><b>What does this mean for you?</b></p>	<p>The change explains AmeriHealth Caritas' process for covering new technologies for medical care.</p>

## Discrimination is against the law

AmeriHealth Caritas New Hampshire complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of age, race, ethnicity, national origin or ancestry, mental or physical disability, sexual or affection orientation or preference, gender identity, marital status, genetic information, source of payment, sex, creed, religion, health or mental health status or history, need for health care services, amount payable to AmeriHealth Caritas New Hampshire on the basis of an eligible person's or member's actuarial class or pre-existing medical/health conditions, whether or not the member has executed an advance directive, or any other status protected by federal or state law.

AmeriHealth Caritas New Hampshire provides free aids and services to people with disabilities. Examples of these aids and services include qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services, such as qualified interpreters and information written in other languages, to people with limited English proficiency or whose primary language is not English.

If you need these services, contact AmeriHealth Caritas New Hampshire 24 hours a day, seven days a week, at **1-833-704-1177 (TTY 1-855-534-6730)**.

If you believe that AmeriHealth Caritas New Hampshire has failed to provide these services or has discriminated against you in another way, you or your authorized representative (if we have your written authorization on file) can file a grievance with:

- AmeriHealth Caritas New Hampshire Grievances  
P.O. Box 7389  
London, KY 40742-7389  
**1-833-704-1177 (TTY 1-855-534-6730)**

- You can also file a grievance by phone at **1-833-704-1177 (TTY 1-855-534-6730)**.  
If you need help filing a grievance, AmeriHealth Caritas New Hampshire Member Services is available to help you. You can contact Member Services 24 hours a day, seven days a week, at **1-833-704-1177 (TTY 1-855-534-6730)**.

You may also file a discrimination complaint through the Department of Health and Human Services (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  
**1-603-271-6941** or **1-800-852-3345 ext. 6941**  
Fax: **1-603-271-4632, (TTY 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, available at **<https://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 (TTY 1-800-537-7697)**

Complaint forms are available at  
**<http://www.hhs.gov/ocr/office/file/index.html>**.

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Attention: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-704-1177 (TTY 1-855-534-6730)**.

Atención: se habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-833-704-1177 (TTY 1-855-534-6730)**.