



AmeriHealth Caritas™

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: February 27, 2023

Subject: Medicaid Member Redetermination – Why It Matters, How You Can Help

Summary: When Medicaid members receive a yellow notice from DHHS, they need to follow the instructions in the notice by the deadline mentioned therein. The yellow notices will be mailed at different intervals so some members will receive their yellow notice – and need to respond – before others. Members do not need to renew until they receive their yellow notice.

You can help by contacting your AmeriHealth Caritas New Hampshire plan members to stress the urgency of timely redetermination and directing those in need of assistance to us **at 1-833-704-1177 (TTY 1-855-534-6730).**

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' redetermination efforts.

What you can do

Currently, we are reaching out to AmeriHealth Caritas New Hampshire plan members who are at risk of losing eligibility to make sure they understand the urgency in returning their forms timely. We are also requesting assistance from our provider network with these efforts.

You can help by contacting your AmeriHealth Caritas New Hampshire plan members to stress the urgency of timely redetermination and directing those in need of assistance to us **at 1-833-704-1177 (TTY 1-855-534-6730).**

Why is this important to you?

Timely redetermination is important because it:

- Helps ensure continuity of care for our plan members/your patients.
- Eases administrative burden for providers and their office staff when verifying member eligibility (e.g., reduction of multiple eligibility verification calls).

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- Avoids the need for resubmission of prior authorization requests for certain prescription medications, procedures, behavioral health and rehabilitative therapies (including speech, occupational, and physical) that may be required due to gaps in care caused by lapsed Medicaid coverage.
- Supports timely deeming of newborns as Medicaid eligible and ensures mom and baby are both on the AmeriHealth Caritas New Hampshire plan.

Questions:

If you have any questions, please feel free to contact your AmeriHealth Caritas New Hampshire Provider Account Executive or Provider Services at **1-888-599-1479**. AmeriHealth Caritas New Hampshire members who require assistance should be directed to us at **1-833-704-1177 (TTY 1-855-534-6730)**.

As always, thank you for your participation in the AmeriHealth Caritas New Hampshire network, and for your continued commitment to our members.