



2023  
Quick  
Reference  
Guide

The Resources You Need. Right Here.

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For more information, visit [Ambetter.NHhealthyfamilies.com](https://www.Ambetter.NHhealthyfamilies.com)

If this information is not in your primary language, please call 1-844-265-1278 (TTY 1-855-742-0123).



FROM



nh healthy families.



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# Welcome to Ambetter from NH Healthy Families!

Thank you for choosing us as your health insurance plan. We're excited to help you take charge of your health and to help you lead a healthier, more fulfilling life.

As our member, you selected the Marketplace insurance plan that offers the coverage options you need that best fits your budget. No matter what Ambetter plan you chose, you're covered on essential medical care, wellness services, and more.

This Quick Reference Guide (QRG) will help you understand all of the helpful services that are available to you, based on your selected health insurance plan. Inside, you'll find important information about:

- **How your plan works**
- **Payment information**
- **Where to go for care**
- **Information on your Member ID**
- **Optional adult dental and vision benefits (not included for Virtual Access)**
- **Telehealth from Teladoc**
- **And much more!**

Look for specific information for your plan by following the directions below. Don't know which plan you have? Check out your Member ID Card or call Member Services at 1-844-265-1278 (TTY 1-855-742-0123).

Step 1: Identify what type of health plan you have:

- Gold, Silver or Bronze
- Virtual Access

Step 2: Unique information for your plan type will be identified by color and plan name

The majority of this QRG will include general information and resources. However, depending on the plan you chose, there is some additional unique information to help you take charge of your health. Unique information for your plan type will be identified by color and plan name. Please see the examples below.

**GOLD | SILVER | BRONZE**

**VIRTUAL ACCESS**

## YOUR HEALTH IS OUR PRIORITY.

If you have questions, we're always ready to help. And don't forget to check out our online video library at [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com). It's full of useful information.

### Member Services:

1-844-265-1278 (TTY 1-855-742-0123)

[Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com)

# How To Contact Us

## How To Contact Us

### Ambetter from NH Healthy Families

2 Executive Park Drive  
Bedford, NH 03110

If you want to talk, we're available Monday through Friday, 8am to 8pm Local Time.

Member Services	1-844-265-1278
Fax	1-877-502-7255
TTY	1-855-742-0123
Make a Payment	1-844-265-1278
Behavioral Health Services	1-844-265-1278
Telehealth	1-800-835-2362
24/7 Nurse Advice Line	1-844-265-1278
Appeals and Grievances	1-844-265-1278
Emergency	911
Website	<a href="http://Ambetter.NHhealthyfamilies.com">Ambetter.NHhealthyfamilies.com</a>

#### When you call, have these items ready:

- Your ID
- Your claim number or invoice for billing questions

#### Interpreter Services

Please call Member Services at 1-844-265-1278 (TTY 1-855-742-0123) for free interpreter services as needed. Interpreter services include languages other than English. This service allows you and your provider to talk about your medical or behavioral health concerns in a way that is most comfortable for you. Members who are blind or visually impaired and need help with interpretation can call Member Services for an oral interpretation.

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# Gold / Silver / Bronze

## How Your Plan Works

### So You Have Health Insurance — Now What?

Having health insurance is exciting. To get the most out of your plan, complete this simple checklist. If you need assistance, call Member Services at 1-844-265-1278 (TTY 1-855-742-0123). We're available Monday through Friday, 8am to 8pm Local Time.

- 1 **Set up your secure online member account.** Do this by visiting the “Member Login” page on [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com). Your member account stores all of your plan’s benefits and coverage information in one place. It gives you access to your Schedule of Benefits, claims information, this QRG and more.
- 2 **Our *my*healthpays<sup>®</sup> program helps you focus on your total health.** When you complete healthy activities, such as eating right, moving more, saving smart and living well, you can earn reward points! All you have to do is log in to your online member account to get started. Please note: *my*healthpays<sup>®</sup> cannot be used or applied to premiums.
- 3 **Enroll in automatic bill pay.** Call us or log in to your online member account to sign up. Automatic bill pay automatically withdraws your monthly premium payment from your bank account. It’s simple, helpful, convenient and secure.
- 4 **Pick your Primary Care Provider (PCP).** Just log in to your member account and view a list of Ambetter providers in your area by using the Ambetter Guide available on our website. Remember, your PCP, also known as a personal doctor, is the main doctor you will see for most of your medical care. This includes your checkups, sick visits and other basic health needs.
- 5 **Schedule your annual wellness exam with your PCP.** After your first checkup, you’ll earn 500 points in *my*healthpays<sup>®</sup> rewards! And anytime you need care, call your PCP and make an appointment!

Learn about how to get the most out of your plan. Set up your online member account to get started.



Want more information about our service area and in-network providers? Visit [guide.ambetterhealth.com](http://guide.ambetterhealth.com).

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# Virtual Access

## How Your Plan Works

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- 1 **Set up your secure online member account.** Do this by visiting the “Member Login” page on [Ambetter.NHhealthyfamilies.com](https://Ambetter.NHhealthyfamilies.com). Your member account stores all of your plan's benefits and coverage information in one place. It gives you access to your Schedule of Benefits, claims information, this QRG and more.
- 2 **Complete your online Ambetter Wellbeing Survey within the first 90 days of your membership.** All you have to do is log in to your online member account. Completing this survey helps you earn 500 points in *my*healthpays® rewards!
- 3 **Enroll in automatic bill pay.** Call us or log in to your online member account to sign up. Automatic bill pay automatically withdraws your monthly premium payment from your bank account. It's simple, helpful, convenient and secure.
- 4 **Remember, Babylon provides your primary care needs thru Ambetter Virtual Access.** Ambetter Virtual Access Primary Care by Babylon doctors will administer most of your medical care, which includes your checkups, sick visits and other basic health needs.\*  
*\*Members 17 and under will be assigned a primary care provider (PCP) with a physical office location. Use our online Ambetter Guide to find an in network provider in your area.*
- 5 **Schedule your annual wellness exam with your PCP.** After your first checkup, you'll earn 500 points in *my*healthpays® rewards! And anytime you need care, call your PCP and make an appointment!

Learn about how to get the most out of your plan. Set up your online member account to get started.



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# Answers To Your Payment Questions

## How Can I Pay My Monthly Premium?

### 1. Pay online (Our recommendation!)

- Quick Payment:** <https://centene.softtheon.com/Equity/#/search> or visit [Ambetter.NHhealthyfamilies.com](https://Ambetter.NHhealthyfamilies.com) and select “pay now”.
- Secure Member Account:** Create your online member account on [Member.AmbetterHealth.com](https://Member.AmbetterHealth.com) and enroll in automatic bill payment. You can set up automatic bill pay using your credit card, prepaid debit card, bank debit card or bank account. You can also make a one-time payment via your online member account.
- If you have earned My Health Pays® rewards, you can use your rewards to help pay your monthly premiums. Log in to your secure online member account at [Member.AmbetterHealth.com](https://Member.AmbetterHealth.com) to learn more about the My Health Pays® program and view your card balance.

### 2. Pay by phone

- Pay by Automated Phone. Call us at 1-844-PAY-BETTER (729-2388) and use our Interactive Voice Response (IVR) system. It’s quick and available 24/7!

Or

- Call billing services at 1-844-265-1278 (TTY 1-855-742-0123) between 8am and 8pm Local Time. You will have the option to pay using the Interactive Voice Response (IVR) system or by speaking to a billing services representative.

### 3. Pay by mail

- Send a check or money order to the address listed on your billing invoice payment coupon. **Be sure to mail your payment at least seven to 10 days prior to your premium payment due date. Remember to write your member ID number on the check or money order and detach the payment coupon from the billing invoice and mail with your payment.**
- Mailing to the correct address will ensure your payments are processed in a timely manner.

#### Ambetter from NH Healthy Families

Attn: Billing Services  
P.O. Box 419526  
Boston, MA 02241-9526

To find a MoneyGram location near you, or to make an Ambetter payment with MoneyGram go to <https://www.moneygram.com/mgo/us/en/paybills> or call 1-800-926-9400.



If you have questions about paying your premium, give member services a call at 1-844-265-1278 (TTY 1-855-742-0123).

Sign up for Paperless Billing to receive your monthly invoices online.

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# We Care About Your Health

## How Can I Pay My Monthly Premium? (Continued)

### What Happens If I Pay Late?

**Your bill is due before the first day of every month.** For example, if you are paying your premium for June, it will be due May 31.

If you don't pay your premium before its due date, you may enter a grace period. This is the extra time we give you to pay. During a grace period, we may hold — or pend — payment of your claims. During your grace period, you will still have coverage. However, if you don't pay before the grace period ends, you run the risk of losing your coverage. Refer to your *Evidence of Coverage (EOC) for grace period details.*

## Member Services

We want you to have a great experience with Ambetter. Our Member Services Department is always here for you. We can help you:

- Understand how your plan works
- Learn how to get the care you need
- Find answers to any questions you have about health insurance
- See what your plan does and does not cover
- Pick a PCP that meets your needs
- Get more information about helpful programs, like Care Management
- Find other healthcare providers (like in-network pharmacies and labs)
- Request your member ID or other member materials

If you enrolled through the Health Insurance Marketplace you must contact them to: Update your enrollment information, such as your date of birth, address or income or life changes; or to end your coverage with Ambetter. You can do this by visiting [Healthcare.gov](https://www.healthcare.gov) or calling 1-800-318-2596 (TTY: 1-855-889-4325). When you are connected, be ready to provide your state and then ask for a representative to help you.

If you are enrolled in an off-exchange plan, please contact Member Services to update your enrollment information, such as your date of birth, address or income or life changes; or to end your coverage with Ambetter.



Have total or partial hearing loss? Call 1-844-265-1278 (TTY 1-855-742-0123) or visit [Ambetter.NHhealthyfamilies.com](https://www.Ambetter.NHhealthyfamilies.com)

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# Membership & Coverage Information



## Your Ambetter Member Welcome Packet

When you enroll with Ambetter, you will receive a Member Welcome Packet. Your Welcome Packet includes basic information about the health plan you selected. You will receive your Welcome Packet before your Ambetter health coverage begins.

## Your Ambetter Member ID

Your member ID is proof that you have health insurance with us. And it's very important. Here are some things to keep in mind:

- Keep this card with you at all times.
- You will need to present this card anytime you receive healthcare services.
- You will receive your Member ID(s) before your Ambetter health coverage begins. If you don't get your Member ID before your coverage begins, call Member Services at 1-844-265-1278 (TTY 1-855-742-0123). We will send you another card.
- You will not receive your Welcome Packet and Member ID(s) until your first month's premium is paid in full.

To download your Digital ID, request a replacement ID or request a temporary ID, please log into your secure member account at [Member.AmbetterHealth.com](https://Member.AmbetterHealth.com).

Refer to your *Evidence of Coverage* for information on Dependent Member Coverage.

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# Gold | Silver | Bronze

## Finding the Right Care

We're proud to offer our quality service. Our local provider network is the group of doctors, hospitals and other healthcare providers who have agreed to provide you with your healthcare services. To view our online Provider Directory, visit [guide.ambetterhealth.com](http://guide.ambetterhealth.com) and use our Ambetter Guide, the new Ambetter provider search tool. It can help you find a Primary Care Provider (PCP), pharmacy, lab, hospital, or specialist.

A Provider Directory is a listing of providers near you. If you would like a printed copy of this listing, please call Member Services at 1-844-265-1278 (TTY 1-855-742-0123).



**Get the right care at the right place! When you need medical care, get to know your options. They include: calling our 24/7 Nurse Advice Line, Ambetter Telehealth through Teladoc, making an appointment with your Primary Care Provider (PCP), visiting an Urgent Care or going to the Emergency Room (ER). Your decision will depend on your specific situation.**

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# Your Primary Care Provider (PCP)

Your Primary Care Provider is your main doctor — the one you see for regular checkups. If your condition isn't life-threatening, calling your PCP should be your first choice. Use our online Ambetter Guide to find an in-network provider in your area.

Visit or call your PCP if you need:

- Your annual wellness checkup & vaccinations
- Advice about your overall health
- Help with medical problems such as cold, the flu and fevers
- Treatments for an ongoing health issue like asthma or diabetes

## Selecting A Different PCP

We want you to be happy with the care you receive from our Providers. To search our online Provider Directory, visit [guide.ambetterhealth.com](https://guide.ambetterhealth.com).

If you would like to change your PCP for any reason, log in to your online member account and select "Change PCP" under the Doctors tab.

For new members, visit <https://Ambetter.NHhealthyfamilies.com/resources/new-members/get-started.html>.

*If you choose a nurse practitioner or physician assistant as your PCP, your benefit coverage and co-payment amounts are the same as they would be for services from other participating providers. Review your Schedule of Benefits for more information.*



Remember to select an in-network PCP! Check out our Provider Directory for a full list of your options and their contact information. It's on the Find a Doctor page of [guide.ambetterhealth.com](https://guide.ambetterhealth.com).

Refer to your *Evidence of Coverage* for more information on your Provider Directory.

Every time you receive care, make sure to stay within the Ambetter network.

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## Finding the Right Care

We're proud to offer our quality service. Our local provider network is the group of doctors, hospitals and other healthcare providers who have agreed to provide you with your healthcare services. To view our online Provider Directory, visit [guide.ambetterhealth.com](http://guide.ambetterhealth.com) and use our Ambetter Guide, the new Ambetter provider search tool. It can help you find a Primary Care Provider (PCP), pharmacy, lab, hospital, or specialist.

A Provider Directory is a listing of providers near you. If you would like a printed copy of this listing, please call Member Services at 1-844-265-1278 (TTY 1-855-742-0123).

The screenshot shows the Ambetter Guide interface. At the top, there are navigation links for 'Find Care', 'Advanced Search', and 'Saved Providers', along with 'Sign up' and 'Log in' buttons. Below this, filters are set for 'State: New Hampshire', 'Network Year: 2022', and 'Provider Network: Essential | Balanced | Secure'. A search bar contains 'Primary Care Physician' and 'Bedford, NH 03110, USA'. Below the search bar, there is a section titled 'Urgent Care facilities near you' with a 'See all' link and four placeholder boxes for facility listings.



**Get the right care at the right place! When you need medical care, get to know your options. They include: calling our 24/7 Nurse Advice Line, Ambetter Telehealth through Teladoc, making an appointment with your Primary Care Provider (PCP), visiting an Urgent Care or going to the Emergency Room (ER). Your decision will depend on your specific situation.**

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# Your Primary Care Provider (PCP)

When coverage begins on January 1st, Members 18 and over will receive primary care by Ambetter Virtual Access by Babylon when selecting Ambetter Virtual Access Primary Care as your plan. You will contact Babylon for regular checkups and any non-life-threatening conditions.\*

*\*Members 17 years of age and under will select a PCP with a physical office location. Use our online Ambetter Guide to find an in-network provider in your area. If you do not select a PCP, one will be auto assigned.*

You will use your Ambetter Virtual Access Primary Care if you need\*\*:

- Your annual wellness checkup & vaccinations
- Advice about your overall health
- Help with medical problems such as a cold, the flu and fevers
- Treatments for an ongoing health issue like asthma or diabetes
- A referral to a specialist

\*\*Any service not performed through Ambetter Virtual Access by Babylon will require a referral.



Remember you do have the option to change your PCP to an in-network provider and see them in person but here are two important things to note:

- 1. Members must change their Ambetter Virtual Access PCP to an in-person PCP via their Ambetter member account prior to scheduling an appointment.**
- 2. A copay will apply for an in-person PCP visit.**
- 3. A referral is required from your in-person PCP for most care that is outside of the scope of your PCP.**

Check out our Ambetter Guide for a full list of your options and their contact information. It's on the Find a Doctor page of [guide.ambetterhealth.com](https://guide.ambetterhealth.com).

Refer to your *Evidence of Coverage* for more information on your Ambetter Guide.

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# Selecting A Different PCP

We want you to be happy with the care you receive from our Providers. To search our online Ambetter Guide, visit [guide.ambetterhealth.com](https://guide.ambetterhealth.com).

If you would like to change your PCP for any reason, log in to your online member account and follow the steps below.

Remember you do have the option to change your PCP to an in-network provider and see them in person but here are some things to remember:

1. **Members must change their Ambetter Virtual Access PCP to an in-person PCP via their Ambetter member account prior to scheduling an appointment.**
2. **A copay will apply for an in-person PCP visit.**
3. **Click on Coverage or Edit Account.**
4. **Under the My Primary Care Provider section, pull up the Ambetter Guide to search for an in-network PCP.**
5. **Pick a PCP from the list. Make sure you select a PCP who is currently accepting new patients.\***
6. **A referral is required from your in-person PCP for most care that is outside of the scope of your PCP.**

To learn more about a specific PCP, call 1-844-265-1278 (TTY 1-855-742-0123). You can also visit <https://Ambetter.NHhealthyfamilies.com/resources/new-members/get-started.html> to see our provider list on our Find a Doctor web page.

*\*If you choose a nurse practitioner or physician assistant as your PCP, your benefit coverage and co-payment amounts are the same as they would be for services from other participating providers. Review your Schedule of Benefits for more information. Review your Schedule of Benefits for more information.*

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# Access to Care

## When To Go To An Urgent Care Center

An urgent care center provides fast, hands-on care for illnesses or injuries that aren't life threatening but still need to be treated within 24 hours. Typically, you will go to an urgent care center if your PCP cannot get you in for a visit right away.


### Common urgent care issues include:

- Sprains
- Ear infections
- High fevers
- Flu symptoms with vomiting


### If you think you need to go to an urgent care center, follow these steps:

- Call your PCP. Your PCP may give you care and directions over the phone or direct you to the right place for care.
- If your PCP's office is closed, you have one of two options:
  1. Locate an in-network urgent care center by using our online Ambetter Guide at [guide.ambetterhealth.com](http://guide.ambetterhealth.com), type in "Urgent Care" and your zip code, then click search.
  2. Call our 24/7 nurse advice line at 1-844-265-1278 (TTY 1-855-742-0123). A nurse will help you over the phone or direct you to other care. You may have to give the nurse your phone number.

Check your *Schedule of Benefits* to see how much you must pay for urgent care services. After your visit, let your PCP know you were seen at an urgent care and why.



If you need help deciding where to go for care, call our 24/7 nurse advice line at 1-844-265-1278 (TTY 1-855-742-0123). In an emergency, call 911 or head straight to the nearest emergency room. Seek ER services only if your life is at risk and you need immediate, emergency medical attention.



Call our 24/7 nurse advice line anytime: 1-844-265-1278 (TTY 1-855-742-0123).

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# When To Go To The ER

Anything that could endanger your life (or your unborn child's life, if you're pregnant) without immediate medical attention is considered an emergency situation. Emergency services treat accidental injuries or the onset of what appears to be a medical condition. We cover emergency medical and behavioral health services both in and out of our service area. We cover these services 24/7. Emergency services are covered in-network and out-of-network. When receiving Emergency Care at either an in-network or out-of-network provider the only bill you should receive is for any applicable cost share (e.g. co-pay, deductible or co-insurance).

Refer to your *Evidence of Coverage* for information on Protection from Balance Billing.

## Go to the ER if you have:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Broken bones</li> <li>• Bleeding that won't stop</li> <li>• Labor pains or other bleeding (if you're pregnant)</li> <li>• Severe chest pains or heart attack symptoms</li> <li>• Overdosed on drugs</li> <li>• Ingested poison</li> </ul> | <ul style="list-style-type: none"> <li>• Bad burns</li> <li>• Shock symptoms (sweat, thirst, dizziness, pale skin)</li> <li>• Convulsions or seizures</li> <li>• Trouble breathing</li> <li>• The sudden inability to see, move or speak</li> <li>• Gun or knife wounds</li> </ul> |
|--|--|

## Don't go to the ER for:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Flu, colds, sore throats or earaches</li> <li>• Sprains or strains</li> <li>• Cuts or scrapes that don't require stitches</li> </ul> | <ul style="list-style-type: none"> <li>• More medicine or prescription refills</li> <li>• Diaper rash</li> </ul> |
|---|--|

## What if you need Emergency Care out of our service area?

Our plan will pay for emergency care while you are out of the country or state. If you go to an out-of-network ER and you aren't experiencing a true emergency, you may be responsible for any amounts above what your plan covers. Those additional amounts could be very large and would be in addition to your plan's cost sharing and deductibles. Learn more about your options <https://Ambetter.NHhealthyfamilies.com/resources/handbooks-forms/where-to-go-for-care.html>.



Have your member ID and photo ID ready. You will need them whenever you receive any type of care. Urgent care is not emergency care. Only go to the ER if your doctor tells you to or if you have a life-threatening emergency.



To find another provider or specialist in our network, check out our provider list on the **Find a Doctor** page at [guide.ambetterhealth.com](https://guide.ambetterhealth.com).



Always make sure your providers are in-network. Using in-network providers can save you money on your healthcare costs.

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# Gold | Silver | Bronze

## Ambetter Telehealth

Ambetter Telehealth is your convenient, 24-hour access to Virtual Care visits with Teladoc providers. These visits are great for when you need care fast for non-emergency health issues such as minor sprains, bruises, minor abrasions, sore throat or flu. Visits can be scheduled if you need help right now but you can also schedule visits in advance for a time that best fits with your schedule. These visits are available to members with a \$0 copay in most states and plans.\*



To find another provider or specializes in our network, check out our provider list on the **Find a Doctor** page at [guide.ambetterhealth.com](http://guide.ambetterhealth.com).

Before you start using Ambetter Telehealth, you will need to set up your account by visiting <https://Ambetter.NHhealthyfamilies.com/health-plans/our-benefits/ambetter-telehealth.html> and navigating to the “Set Up Your Telehealth Account” section.

**Ambetter does not provide medical care. Medical care is provided by individual providers through Teladoc Health.**

\*For members on HSA plans, the \$0 copay does not apply until after the deductible is met.

## 24/7 Nurse Advice Line

Our free 24/7 nurse advice line makes it easy to get answers to your health questions. You don't even have to leave home! Staffed by licensed nurses, our 24/7 nurse advice line runs all day, every day. Learn more about your options, call 1-844-265-1278 (TTY 1-855-742-0123) or [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com).

GOLD | SILVER | BRONZE

# Virtual Access

## Ambetter Telehealth

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Before you start using Ambetter Telehealth, you will need to set up your account by visiting <https://www.ambetterhealth.com/health-plans/our-benefits/ambetter-telehealth.html> and navigating to the “Set Up Your Telehealth Account” section.

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# What To Do If You Receive A Bill From A Provider or Physician

When seeing an in-network provider, including but not limited to physicians, hospitals, pharmacies, facilities and health care professionals, you are responsible for any applicable cost sharing amounts (e.g. co-pay, deductible or co-insurance). Your member responsibility can be viewed on the explanation of benefits. This can be found by logging into your secure account at [Member.AmbetterHealth.com](https://Member.AmbetterHealth.com).

As a member of Ambetter, non-network providers should not bill you for covered services for any amount greater than your applicable in-network cost sharing responsibilities when:

- You receive a covered emergency service or air ambulance service from a non-network provider. This includes services you may get after you are in stable condition, unless the non-network provider obtains your written consent to bill you for their service.
- You receive non-emergency ancillary services (emergency medicine, anesthesiology, pathology, radiology, and neonatology, as well as diagnostic services (including radiology and laboratory services)) from a non-network provider at a network hospital or network ambulatory surgical facility.
- You receive other non-emergency services from a non-network provider at a network hospital or network ambulatory surgical facility, unless the nonnetwork provider obtains your written consent to bill you for their service.

If you receive a bill for services and have questions, please contact Member Services a 1-844-265-1278 (TTY 1-855-742-0123).

Refer to your *Evidence of Coverage* (EOC) for more information on Balance Billing and Eligible Service Expenses.

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# Member Complaints, Grievances, & Appeals Process

We have steps for handling any problems you may have. To keep you satisfied, we provide processes for filing appeals or complaints. You have the right to file a complaint, file an appeal, and right to an external review. You have the right to appeal any determination where services were denied, reduced or suspended. This includes your right to appeal to an external independent review. We will resolve all appeal requests in a time that is appropriate to your request and condition.

Instruction on this process can be found in the Evidence of Coverage (EOC), and the Summary of Benefits (SBC): [Ambetter.NHhealthyfamilies.com/health-plans.html](https://ambetter.nhhealthyfamilies.com/health-plans.html).

Grievance & Appeals submission PDF: [Ambetter.NHhealthyfamilies.com/resources/handbooks-forms.html](https://ambetter.nhhealthyfamilies.com/resources/handbooks-forms.html)

Mail or Fax all Appeals to:

**Ambetter from NH Healthy Families**  
Attn: Appeals & Grievances Department  
2 Executive Park Drive  
Bedford, NH 03110

Fax: 1-(877) 851-3992

Member Services at: 1-844-265-1278 (TTY 1-855-742-0123)

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# Utilization Management




## What Is Utilization Management?

We want to make sure you get the right care and services. Our utilization management (UM) process is designed to make sure you get the treatment you need.

We will approve all covered benefits that are medically necessary. Our Utilization Management Department checks to see if the service needed is a covered benefit. If it is covered, the UM nurses check to see if the service is medically necessary. They do this by reviewing the medical notes and talking with your doctor. Ambetter does not reward or pay our doctors or employees for approving or denying services. All decisions are based on appropriate care and coverage.

Ambetter's utilization review includes services to ensure the care you receive is the best way to help improve your health condition. For questions about UM, please call 1-844-265-1278 (TTY 1-855-742-0123).



Refer to your *Evidence of Coverage* for more information on Utilization Management.

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# Member Resources & Rewards

## Get Online And Get In Control

Did you know you can always access helpful resources and information about your plan? It's all on our website! Visit [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com) and take charge of your health.

On our website, you can:

- Find a PCP
- Locate other providers, like a pharmacy
- Find health information
- Learn about programs and services that can help you get and stay healthy

Log into your online member account to:

- Pay your monthly bill
- Print a temporary ID or request a replacement ID
- View your claims status and payment information
- Change your PCP
- Find pharmacy benefit information
- Send us a secure email
- Read your member materials (*your Evidence of Coverage, Schedule of Benefits, this QRG*)
- Participate in the *myhealthpays*<sup>®</sup> rewards program
- Complete your Wellbeing Survey
- Contact a nurse online
- Review out-of-pocket costs, copays and progress towards deductibles



Visit us online at [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com)

Our website helps you get the answers you need to get the right care, the right way, including an online member account for you to check the status of your claim, view your *Evidence of Coverage (EOC)* or understand your out-of-pocket costs, copays and progress towards meeting your annual deductible.

## *myhealthpays*<sup>®</sup> Rewards Program

**Don't miss out on the exciting *myhealthpays*<sup>®</sup> program and start earning points today!**

Log in now and activate your account to start earning more rewards.

1. Log into your online [Ambetter member account](#) or create your account now.
2. Click Rewards on the home page.
3. Accept Terms & Conditions. Then, start earning points!

If you already activated your account, log back in to complete healthy activities and keep earning!

Funds expire immediately upon termination of insurance coverage.

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# Connecting Your Healthcare

## New Options For Managing Your Digital Medical Records

The Interoperability and Patient Access rule made it easier to access your health information when you need it most. You have access on your mobile device so you can manage your health better and know what healthcare resources are available to you. You can also request that we receive your health records from a prior health plan. To get started on either of these, visit [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com).

### Imagine:

- You go to a new healthcare provider: you can pull up your health history from the past five years on your mobile device.
- You can check an up-to-date provider directory: find a provider who can use your health history to diagnose you and ensure you receive the right care.
- You have a question about a claim: you can go to your computer and see if it's paid, denied, or still being processed.
- Taking your health history data with you as you move between health plans.

### You Can Easily Find Information\* on:

- Claims (paid and denied)
- Specific parts of your clinical information
- Pharmacy drug coverage
- Healthcare providers

\*Information is available for dates of service on or after January 1, 2016

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# Words To Know

## Your Healthcare Glossary

We know that health insurance can feel confusing sometimes. To help you out, we put together a list of words you may need to know as you read through this QRG.

Learn more about these healthcare terms by visiting: <https://www.ambetterhealth.com/learn-more/words-to-know.html>

Home Our Health Plans Join Ambetter  For Members Select Your State [Shop Our Plans](#)

*For a fully keyboard-accessible alternative to this video, view it in Chrome or on any Android or iOS device, view it in Firefox with the YouTube ALL HTML5 add-on installed, or disable Flash in Internet Explorer.*


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**A**

**Actuarial Value:** The percentage of total average costs for covered benefits that a plan will cover. For example, if a plan has an actuarial value of 70%, on average, you would be responsible for 30% of the costs of all covered benefits.

**Advanced Premium Tax Credit (APTC):** This is a tax credit to help lower your monthly premium payments on health coverage purchased through the Marketplace. Advance payments of the tax credit can be used right away to lower your monthly premium costs. If you qualify, you may choose how much advance credit payments to apply to your premiums each month, up to a maximum amount. If the amount of advance credit payments you get for the year is less than the tax credit you're due, you'll get the difference as a refundable credit when you file your federal income tax return. If your advance payments for the year are more than the amount of your credit, you must repay the excess advance payments with your tax return. Also called premium tax credit.

**Agent:** An agent or broker is a person or business who can help you apply for help paying for coverage and enroll you in a Qualified Health Plan (QHP) through the Marketplace. They can make specific recommendations about which plan you should enroll in. They're also licensed and regulated by states and typically get payments, or commissions, from health



For additional definitions, please refer to your *Evidence of Coverage*.

Ambetter from NH Healthy Families is underwritten by Celtic Insurance Company, which is a Qualified Health Plan issuer in the New Hampshire Health Insurance Marketplace. This is a solicitation for insurance.  
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 The policy, application, or other form is a translation that has not been approved by the commissioner and The English version of the policy, application, or other forms shall control in any disputes, complaints, or litigation.

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# Statement of Non-Discrimination

Ambetter from NH Healthy Families complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Ambetter from NH Healthy Families does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

## Ambetter from NH Healthy Families:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Ambetter from NH Healthy Families at 1-844-265-1278 (TTY 1-855-742-0123).

If you believe that Ambetter from NH Healthy Families has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Ambetter from NH Healthy Families Appeals Department, 2 Executive Park Drive, Bedford, NH 03110, 1-844-265-1278 (TTY 1-855-742-0123), Fax 1-877-851-3992. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ambetter from NH Healthy Families is available to help you. 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, 800-537-7697 (TDD).

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

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<b>Spanish:</b>	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de NH Healthy Families, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-265-1278 (TTY 1-855-742-0123).
<b>French:</b>	Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from NH Healthy Families, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-844-265-1278 (TTY 1-855-742-0123).
<b>Chinese:</b>	如果您，或是您正在協助的對象，有關於 Ambetter from NH Healthy Families 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-844-265-1278 (TTY 1-855-742-0123)。
<b>Nepali:</b>	यदि तपाईं वा तपाईंले मद्दत गरिरहनुभएको कोही व्यक्तिसँग Ambetter from NH Healthy Families सम्बन्धी कुनै प्रश्नहरू भएको खण्डमा तपाईंहरूसँग आफ्नै भाषामा निःशुल्क मद्दत र जानकारी प्राप्त गर्ने अधिकार छ। दोभाषेसँग कुरा गर्नका लागि 1-844-265-1278 (TTY 1-855-742-0123) नम्बरमा कल गर्नुहोस्।
<b>Vietnamese:</b>	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from NH Healthy Families, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-265-1278 (TTY 1-855-742-0123).
<b>Portuguese:</b>	Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Ambetter from NH Healthy Families, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-265-1278 (TTY 1-855-742-0123).
<b>Greek:</b>	Εάν εσείς ή κάποιος που βοηθάτε, έχετε ερωτήσεις σχετικά με την Ambetter from NH Healthy Families, έχετε το δικαίωμα να ζητήσετε βοήθεια και πληροφορίες στη γλώσσα σας, χωρίς χρέωση. Για να μιλήσετε με διερμηνέα, καλέστε το 1-844-265-1278 (TTY 1-855-742-0123).
<b>Arabic:</b>	إذا كان لديك أو لدى شخص تساعد أسئلة حول Ambetter from NH Healthy Families، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-844-265-1278 (TTY 1-855-742-0123).
<b>Serbo-Croatian:</b>	Ako Vi, ili neko kome pomažete, imate pitanja u vezi Ambetter from NH Healthy Families, imate pravo na besplatnu pomoć i informaciju na sopstvenom jeziku. Ukoliko želite da pričate sa prevodiocem, pozovite broj 1-844-265-1278 (TTY 1-855-742-0123).
<b>Indonesian:</b>	Jika Anda, atau orang yang Anda bantu, memiliki pertanyaan tentang Ambetter from NH Healthy Families, Anda berhak mendapatkan bantuan dan informasi dalam bahasa Anda tanpa dikenakan biaya. Untuk berbicara dengan juru bicara, hubungi 1-844-265-1278 (TTY 1-855-742-0123).
<b>Korean:</b>	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from NH Healthy Families 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-265-1278 (TTY 1-855-742-0123) 로 전화하십시오.
<b>Russian:</b>	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from NH Healthy Families вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-844-265-1278 (TTY 1-855-742-0123).
<b>French Creole:</b>	Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Ambetter from NH Healthy Families, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-844-265-1278 (TTY 1-855-742-0123).
<b>Bantu:</b>	Niba wowe cyangwa undi muntu wese uri gufasha yaba afite ikibazo kijanyane na Ambetter from NH Healthy Families, ufite uburenganzira bwo guhabwa amakuru mu murimi wunwa utishyuye. Kugira ngo uvugane n'umusobanuzi, Hamagara 1-844-265-1278 (TTY 1-855-742-0123).
<b>Polish:</b>	Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów oferowanych za pośrednictwem Ambetter from NH Healthy Families, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-844-265-1278 (TTY 1-855-742-0123).