

Helpful Hints for Navigating the Medicaid Managed Care Enrollment Process

- When you receive your letter look to see if your enrollment status is **MANDATORY** or **VOLUNTARY**.
- Unless you are listed as **Voluntary** – you **MUST** select a health plan within 60 days (*the due date is listed in your letter*) or you will be randomly assigned to one.
- Your letter states the various ways to enroll. It includes a paper enrollment form and a pre-addressed stamped envelope.
- If you are listed as **Voluntary**, you can choose to enroll with a health plan or “opt out”.
- Your letter contains *Frequently Asked Questions* that should help answer many of your questions.
- Make a list of each of your primary care doctors/specialists/health care practitioners.
- If you are able: Go to the NH Easy website at www.nheasy.nh.gov and click on “health plan provider directory” and search to see if your doctor(s) is/are listed under any plan. IF NO, CHECK BACK FREQUENTLY. The site is being updated on a daily basis. You can also call your doctor’s office and ask directly if they have signed up, plan to sign up, or will not be participating in one or all three of the state’s Medicaid Care Management Network.
- To date we know that many doctors, specialists, therapeutic services are not listed on the Provider List. Keep checking the provider list for updated information.

DHHS RESOURCES

ENROLLMENT CALL CENTER: 1-888-901-4999

MEDICAID CLIENT SERVICES: 1-800-852-4344 x4344

GENERAL QUESTIONS: nhmedicaidcaremanagement@dhhs.state.nh.us

Health Plan	Toll Free Phone	Website
Well Sense health Plan	1-877-957-1300	www.wellsense.org
NH Healthy Families	1-866-769-3085	www.nhhealthyfamilies.com
Meridian Health Plan	1-855-291-5211	www.mhplan.com