



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-9200 FAX: 603-271-4912 TDD Access: 1-800-735-2964

Nicholas A. Toumpas  
Commissioner

August 2013

Dear Medicaid Recipient:

New Hampshire Medicaid is making some changes in the Medicaid program. We are adding a Care Management Program. This program will work with you to coordinate your health care in order to better meet your needs. Your current Medicaid benefits will not change and you will still be part of NH Medicaid.

Three companies called Health Plans will provide your health care coverage. Each Health Plan has doctors, hospitals, and other health care providers available to provide your care. In the next few months, you will be asked to pick one of the following Health Plans:

Well Sense Health Plan
New Hampshire Healthy Families
Meridian Health Plan

After you pick a health plan, you will be asked to pick a primary care provider (PCP). You may already have a PCP or know of a PCP you would like. If you do, you may tell us the PCP you want when you pick your Health Plan.

Watch your mail. In a few weeks you will get a letter that tells you what you need to do. You do not need to do anything today. The letter will tell you who in your family must pick a Health Plan, who may not pick, and who may opt out of picking. It will also tell you how you can pick a Health Plan by phone, online, or by mail. The enclosed instructions tell you how to set up a NH EASY account. You can do that now if you like. If you have a NH EASY account, you can manage your case online. You will also be able to use your NH EASY account to pick a Health Plan online when the time comes.

We will send you everything you need to pick a Health Plan. You will also get information on each of the three Health Plans. This information will help you pick the Health Plan that is best for you. If you need help picking a Health Plan, contact Medicaid Client Services or your HCBC/CFI, Area Agency, or Community Mental Health Center Case Manager.

If you have questions about this letter, you may call Medicaid Client Services at:  
1-800-852-3345, extension 4344  
or  
603-271-4344.

You may also submit questions at [nhmedicaidcaremanagement@dhhs.state.nh.us](mailto:nhmedicaidcaremanagement@dhhs.state.nh.us). Or, you can click on Care Management under "Quick Links" on the following DHHS website: <http://www.dhhs.nh.gov> for more information. You may also find us on Facebook at [www.facebook.com/NHDepartmentOfHealthAndHumanServices](http://www.facebook.com/NHDepartmentOfHealthAndHumanServices) and follow us on Twitter @NHMedicaidCM.

Sincerely,

Nicholas A. Toumpas  
Commissioner