



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES
BUREAU OF INFECTIOUS DISEASE CONTROL

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Guidance for Submission of Medical Copay and Deductible Bills

WHAT IS THE NH CARE PROGRAM?

The NH CARE Program is a federally-funded government program administered by the NH Department of Health and Human Services. The NH CARE Program assists individuals living with HIV with their outpatient medical and pharmaceutical expenses. To be eligible, a client's annual income must be equal to or below 500% of the Federal Poverty Level. Enrollment periods last for six months.

COVERED SERVICES:

Outpatient medical copays and deductibles for clients with private health insurance (employer-sponsored, cobra, individual plans) or Medicare copays and deductibles.

NON-COVERED SERVICES:

Charges associated with inpatient hospitalizations, ER visits, or urgent care visits; NH Medicaid (including Care Management plans) copays and deductibles.

WHAT IS THE PROCESS FOR MEDICAL PROVIDERS TO BILL THE NH CARE PROGRAM?

The client's primary insurance is billed first; NH CARE Program is billed as secondary. NH CARE will cover outpatient copays and deductibles. All claims must be submitted on a standard 1500 or UB claim form and an explanation of benefits (EOB) must be attached. Claims without the attached EOB may be denied.

WHAT IS THE FILING DEADLINE FOR CLAIMS SUBMITTED TO NH CARE PROGRAM?

Claims are filed within one year of the date of service. For dates of service older than one year, please contact the program.

IS THE NH CARE PROGRAM SET UP FOR ELECTRONIC BILLING?

No. Submit claims directly to our contracted billing provider, American Exchange. All claims must be original documents.

Claim Remit Address:

American Exchange
PO Box 11088
Chattanooga, TN 37401

CONTACT NUMBERS FOR AMERICAN EXCHANGE

Dedicated phone line for New Hampshire CARE Program clients: 1.888.507.5102
Fax number: 423.567.1075

Email: The NH CARE Program adheres to NH Division of Public Health Services, Bureau of Infectious Disease Control Security and Confidentiality Policy, which prohibits the exchange of personally identifiable information (PII) and protected health information (PHI) via email. If you choose to email a member of the NH CARE Program, please do not e-mail any client names, Personally Identifiable Information, and Protected Health Information.

For additional information, please visit our website at: <http://www.dhhs.nh.gov/dphs/bchs/std/care.htm>

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence.*