



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
DIVISION OF CLIENT SERVICES

Nicholas A. Toumpas
 Commissioner

Carol E. Sideris
 Director

129 PLEASANT STREET, CONCORD, NH 03301
 603-271-9404 1-800-852-3345 Ext. 9404
 Fax: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 6, 2014

Dear Meridian Member:

The Meridian Health Plan has chosen to withdraw from the NH Medicaid Care Management program. We are writing to you because you are a member of the Meridian Health Plan, and will need to change your health plan. We are working closely with Meridian to assure a smooth transition of care for you while you have a chance to pick another Medicaid Care Management health plan. The department is working with the health plans to transition existing prior authorizations. Meridian will continue to provide member services and provider payments during this transition.

New Hampshire Healthy Families and Well Sense Health Plan are the two health plans for you to choose from. Enclosed is a side by side comparison of these two health plans to help you choose which one is best for you. Each health plan has doctors, hospitals and other health care providers available to provide your care.

If you need help picking a health plan, contact the Medicaid Service Center or your HCBC/CFI, Area Agency, or Community Mental Health Center Case Manager. We are committed to working with you to ensure a smooth transition to your new health plan.

For more information, click on Care Management under “Quick Links’ on the DHHS website: <http://www.dhhs.nh.gov>. Additional information, including a provider directory, is available from each health plan.

New Hampshire Healthy Families	Nhhealthyfamilies.com	Member Services: 1-866-769-3085
Well Sense Health Plan	WellSense.org	Member Services: 1-877-957-1300

Call the Medicaid Service Center at 1-888-901-4999 to change your health plan. If you have a NH EASY Account, you can change your health plan on-line. All health plan changes must be made by Thursday, July 10th at 4:00pm. If you do not make a health plan change by that time, the department will auto assign a health plan to you. You will have 90 days to make a change to that health plan assignment.

Please be assured that during the transition period Meridian will continue to provide for your health care needs.

Sincerely,

Carol E. Sideris
 Director

Enclosures