

Bureau of Family Assistance  
Claremont District Office  
17 Water Street  
Claremont, NH 03743-2280

March 03, 2023

JOHN A DOE  
123 MAIN ST  
SOMETOWN NH 11111-0001

\*\*\*\*\*  
Aviso importante acerca de sus beneficios. Par  
favor llame a la Oficina del Distrito si tiene alguna  
duda o pregunta. Tambien puede solicitar servicios  
gratuitos de un interprete.  
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If you have questions or need help with reading or understanding this letter, please contact the Customer Service Center toll-free at **1-844-ASK-DHHS (1-844-275-3447)** and **select option #3** or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 9:00 a.m. to 4:00 p.m. ET.

**Important: Your Deductible "Spenddown" Medical Coverage**

You or a member of your household have been receiving continuous Medicaid coverage due to the COVID-19 federal public health emergency, even if you did not complete a redetermination when it was due or provide us with the required documents. ***This continuous coverage is ending on March 31, 2023. You must complete a redetermination or respond to Department requests for information to keep your Medicaid coverage.***

**What do I need to do?**

Over the next several months the Department will contact you when your redetermination is due. These requests will be on yellow paper or posted to your NH EASY account highlighted in yellow. **When you get a yellow notice, please follow the instructions included in the notice and complete a redetermination and/or provide the requested verifications.** We are asking you to do this so we can determine if you are still eligible for, and will be able to keep, your Medicaid coverage.

**Until your redetermination is completed the Department will continue to open your Medicaid each month following the first month that your deductible (also known as spenddown) is met.**

After you complete your redetermination and provide all requested information, we will send you a notice of decision. If it is determined you are still eligible for spenddown medical coverage, your notice of decision will explain your coverage and how to meet your deductible or spenddown. **Please wait for this notice to start sending us unpaid medical bills that you still owe to meet your deductible and open your Medicaid.**

***If you would like to voluntarily close your Medicaid, please let us know by writing a client statement and submit it using one of the methods below:***

- 1. Online:** Through your NH EASY account <https://nheasy.nh.gov> if you do not have an NH EASY account, you can create one today using this same link.
- 2. By mail:** Centralized Scanning Unit, PO Box 181, Concord, NH 03302
- 3. By phone:** Contact the Customer Service Center at one of the numbers listed above.
- 4. In person:** Visit one of our District Offices, locations can be found at <https://www.dhhs.nh.gov/about-dhhs/locations-facilities#locations>

### **Need Help?**

Visit one of our District Offices in person or contact the DHHS Customer Service Center toll-free at **1-844-ASK-DHHS (1-844-276-3447) and select option #3** or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 9:00 a.m. to 4:00 p.m. ET.