



## DHHS-NH CARE Program Frequently Asked Questions

---

### **How can the NH CARE Program help me?**

If you have HIV and your annual income is below 500% of the Federal Poverty Level, you may be eligible for reimbursement for your medicine, doctor visits and tests, plus other services such as mental health and substance use disorder treatment, dental services, and home-based care services. The NH CARE Program may also pay for insurance premiums, plus pharmacy copays and deductibles.

### **How do I apply to the NH CARE Program?**

If you are new to the NH CARE Program, contact us at 603-271-4502 during business hours, Monday-Friday, 8:00am - 4:30pm. You will be referred to a case management agency that will assist you in coordinating your NH CARE Program enrollment.

### **How long will it take to approve my application?**

The enrollment process may take up to two weeks. You will receive your enrollment card within two weeks of approval.

### **How long is the enrollment period?**

The enrollment period is six months. To avoid a lapse in coverage, a new application must be received two weeks prior to your enrollment end date. There is no grace period for late enrollments. Services are not covered during a lapse of enrollment.

### **What do I need to send in with my application?**

You will need proof of income (e.g., pay stubs, unemployment statement, social security income letter, or current income tax return), proof of NH residence, and, if you have insurance, a copy of your insurance card. You must also document application to NH Medicaid once every year, even if you do not expect to be accepted by Medicaid.

### **Will the NH CARE Program pay my insurance premiums and copays?**

Yes. Premiums for private insurance\*, Medicare Part D, and COBRA can be paid if you are taking HIV medications and your coverage is a cost savings to the Program. We will need an invoice or statement to make payments. The NH CARE Program will also cover copays for prescription drugs. *\*Some exclusions apply.*

### **Can I go to any pharmacy?**

Yes, as long as the pharmacy is a participating pharmacy of the NH Medicaid Program.

### **Are all prescription medications covered?**

Yes, with some exclusions. The NH CARE Program follows the Medicaid Preferred Drug List (PDL) and has a list of excluded items. Both the PDL and the list of excluded medications may be found at the NH AIDS Drug Assistance Program (ADAP) website: <https://nhadap.magellanmedicaid.com/>

### **Is my personal information kept confidential?**

Absolutely. All personal information provided to the NH CARE Program is maintained by law under the strictest confidentiality.