



Nicholas A. Toumpas
Commissioner

Kathleen A. Dunn
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF MEDICAID BUSINESS AND POLICY

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9429 1-800-852-3345 Ext. 9429
Fax: 603-271-8431 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

February 1, 2012

**Important Notice About Medicaid Service Limits
Please Read**

Dear NH Medicaid Client:

The NH Medicaid program is letting you know about changes to Medicaid service limits. These changes will begin March 1, 2012.

Emergency Room Visits: Visits to the emergency room will be limited to four (4) visits per year (July 1st to June 30th). Visits over the limit will be paid if they are true emergencies.

Services you received before March 1, 2012 will not count towards this year's limit. Next year the limits will apply starting on July 1, 2012.

Deciding Where to Go

Your Doctor or the Urgent Care Clinic

Your doctor can manage most illnesses and complaints. Common problems such as fever, flu, sore throat, coughs, infections, vomiting, and sprains are examples of problems your doctor can manage. If your doctor or another doctor in the practice is not available or if you need care after regular business hours or on the weekend, a visit to the Urgent Care Clinic would be the right choice. If there is not an Urgent Care Clinic in your area, decide if you can wait to be seen when your doctor is available. There are no limits on doctor or urgent care visits.

Medical Emergencies

Go to the Emergency Room if you think that your health is at serious risk by not seeing a doctor right away.

Some examples of when you should go to the emergency room:

- when your doctor has instructed you to go to the emergency room
- when bleeding will not stop or when you are coughing up or vomiting blood
- when breathing is difficult or you are having shortness of breath
- after a serious accident
- when you are having chest pain
- when you think you need immediate medical attention

Mental Health Emergencies

Go to the Emergency Room if you think that your mental health is at serious risk by not seeing a mental health worker right away.

Some examples of when you should go to the emergency room:

- when you think that you might hurt or kill yourself
- when you think that you might hurt or kill someone else
- when you are in crisis and cannot contact your local 24-hour community mental health center crisis line
- when you think you need help right away

You may want to call the local community mental health center to talk with an Emergency Services Clinician before going to the hospital. They can also find help for you after you are feeling better.

If you use an emergency room more than 4 times in one year for a mental health crisis, your hospital or community mental health center will work with the Medicaid office to obtain an override to the limit.

Other Service Limit Changes

Effective November 1, 2011, the service limit of eighteen (18) physician office visits per year (July 1st to June 30th) has been removed.

Effective November 1, 2011, the service limit for private psychotherapy has been changed from 12 visits to 24 visits per year (July 1st to June 30th) for children and from 12 visits to 18 visits per year (July 1st to June 30th) for adults. **This change does not affect services provided through Community Mental Health Centers.**

Effective March 1, 2012, the service limit of twelve (12) outpatient hospital visits per year (July 1st to June 30th) has been removed.

Questions

NH Medicaid staff are available to answer any questions about this change in benefits coverage. Please contact Medicaid Medical Services at 1-800-852-3345 extension 9429.

Sincerely,



Kathleen A. Dunn, MPH
Medicaid Director

Title: Better Choices, Better Health Program is Available in New Hampshire!

Most of us will experience two or more chronic conditions or illnesses during our lives as older adults. The Better Choices, Better Health workshop series helps people to develop practical skills to positively take care of the condition or illness, carry out daily activities, manage emotions associated with living with the condition or illness, and gives tips on communicating effectively with family, friends, and health care professionals.

The Better Choices, Better Health workshop series is available to adults age 60+ through a federal grant received by the Department of Health and Human Services from the US Administration on Aging. The series is a proven, evidence-based program developed by Stanford University in California. Trained leaders (non medical professionals with a chronic disease themselves) teach a series of 6 workshops for 2 ½ hours weekly to older adults in an interactive format. Participants learn practical techniques and strategies to manage their chronic illnesses and also develop a personal action plan. The workshops do not focus on a particular illness and do not conflict with medical treatment that participants may be receiving.

Workshops are being held at local organizations near you such as senior centers and hospitals. Each participant receives a copy of the book “Living a Healthy Life With Chronic Conditions” and an audio relaxation tape, “A Time for Healing” to use during the workshop, or these can be purchased to keep permanently. There is a nominal fee or no charge to attend the workshops. Individuals are welcome to team up with a friend or family member to attend. Individuals who are providing care for another individual are encouraged to attend together. If this is not possible, caregivers may contact ServiceLink at 1-866-634-9412 and ask to be connected with the Caregiver Specialist in your area to request assistance in planning for substitute, or respite care for their family members.

To get more information or to locate a workshop series near you, please contact the Area Health Education Center (AHEC) located closest to your home:

Southern NH AHEC, Raymond
Tracie Holmes
(603) 895-1514

Northern NH AHEC, Littleton
Francine Morgan
(603) 259-3700 Extension 232

To view more information and a listing of upcoming workshops, please visit:
www.snhahcec.org

For more information on Stanford University’s Chronic Disease Self-Management Program, please visit: www.stanford.edu

