



# Medicaid Care Management

## A Tool for Making an Informed Decision

### *Choosing a Managed Care Plan*

NH Family Voices has created this worksheet (on the back) to help you through the process of making an informed decision regarding your health plan selection.



NH Medicaid Care Management (MCM) program uses (3) health plans. The health plans cover the same services that NH Medicaid does. The health plans also offer value-added services or extra services and programs, at no cost to you. Contact the health plans or visit their websites to learn more. Extra services vary by health plan.

AmeriHealth Caritas NH	Member Services: (1-833) 704-1177 / (TTY: 1-855-534-6730) Web: <a href="http://www.amerihealthcaritasnh.com">www.amerihealthcaritasnh.com</a>
NH Healthy Families	Member Services: (1-866) 769-3085 / (TTY/TDD: 1-855-742-0123) Web: <a href="http://www.nhhealthyfamilies.com">www.nhhealthyfamilies.com</a>
WellSense Health Plan	Member Services: (1-877) 957-1300 / (TTY/TDD: 711) Web: <a href="http://www.wellsense.org">www.wellsense.org</a>

Each health plan has its own network of doctors, nurses, and other providers who work together to give you the care you need. Health plans cover the same basic services and benefits allowed under the NH Medicaid plan, but there may be some differences in pharmaceuticals and prior-authorizations.

- ◆ If you have questions about enrolling with an MCO, call NHDHHS toll-free at 1-844-ASK-DHHS (1-844-275-3447) (TDD Relay Access: 1-800-735-2964), Monday through Friday, 8:00 a.m. to 4:00 p.m. ET and they will assist you.
- ◆ You can also call or visit a ServiceLink Resource Center at 1-866-634-9412 or [www.servicelink.nh.gov](http://www.servicelink.nh.gov)
- ◆ If you have a NH Easy account, you can enroll on-line with NH Easy Gateway to Services (<https://nheasy.nh.gov>)

This tool was a collaboration between NH Family Voices and the NHDHHS.  
If you have a child with special healthcare needs/disabilities you can call or visit  
NH Family Voices at (603) 271-4525 or [www.nhfv.org](http://www.nhfv.org)

**The tool** - Once you have completed the table below, look at your “must keep” column and which Health Plan lists your provider. Think about the providers in the other columns and decide on a plan that best suits your needs.

Considerations:

- ◆ Your Providers may have chosen to sign on with all health plans or just one or two. You may want to call your providers and inquire which plans they are in enrolled with or visit the health plan’s website for this information.
  - ◆ Each plan can arrange for you to get help from a care manager who can assist you in maneuvering through Medicaid services.
- ◆ You may not be able to access all of your specialists in one plan, resulting in the need to choose new providers.

Child’s Providers/Services	How many times a yr. Do you or your child see the provider?	Prioritize Who is the most important to you?			Medicaid Health Plans Check off the health plan in which your providers are listed		
		Must keep	Change possible	Willing to change	WellSense Health Plan	NH Healthy Families	AmeriHealth Caritas NH
◆ Primary Doctor or Pediatrician							
◆ Specialist: (i.e. Urologist, Neurologist, Cardiologist, etc.) List below:							
▪							
▪							
▪							
▪							
◆ Rehabilitative Services: (i.e. PT and OT, Speech and Language, etc.) List below:							
▪							
▪							
▪							
◆							
◆ <b>Other services you may need to consider:</b>					<b>WellSense Health Plan</b>	<b>NH Healthy Families</b>	<b>AmeriHealth Caritas NH</b>
◆ Medications/Pharmacy (including compounds) The prescription drug list (also called ‘formulary’) is available on each health plan’s website.							
◆ Transportation including Wheelchair Transport							
◆ Special Value Added/Extra Services							
◆ Deaf services							
◆ Cultural/Language services							
◆ Other							