



Medicaid Care Management A Tool for Making an Informed Decision

Choosing a Managed Care Plan

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



The NH Medicaid Care Management (MCM) program uses three 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. Extra services vary by health plan. Contact the health plans or visit their websites to learn more.

AmeriHealth Caritas NH Member Services: (1-833) 704-1177 / (TTY: 1-855-534-6730)
Web: www.amerihealthcaritasnh.com

NH Healthy Families Member Services: (1-866) 769-3085 / (TTY/TDD: 1-855-742-0123)
Web: www.nhhealthyfamilies.com

WellSense Health Plan Member Services: (1-877) 957-1300 / (TTY/TDD: 711)
Web: www.wellsense.org

Each health plan has its own network of doctors, nurses and other providers who work together to give you the care you need. There may be some differences in pharmaceuticals and prior authorizations.

- ♦ If you have questions about enrolling with a health plan, call NH DHHS toll-free at **1-844-ASK-DHHS** (1-844-275-3447) and select option #8 or 603-271-9700 (TDD: 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
- ♦ If you have a NH EASY account, you can log in for more information. If you do not have a NH EASY account, enroll on-line with NH EASY Gateway to Services <https://nheasy.nh.gov/#/>.

*This tool was a collaboration between NH Family Voices and the NH DHHS.
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*

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.
 - ◆ You may be eligible to get help from a health plan 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.

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:							
▪							
▪							
▪							
◆							
◆ Other services you may need to consider:					WellSense Health Plan	NH Healthy Families	AmeriHealth Caritas NH
◆ Medications/Pharmacy (including compounds) The prescription drug list (also called ‘formulary’) is available on each health plan’s website.							
◆ DME/Personal Care Medical Supplies							
◆ Transportation including Wheelchair Transport							
◆ Special Value Added/Extra Services							
◆ Deaf Services							
◆ Cultural/Language Services							