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**NH Ryan White CARE Program**  
*Interim Programmatic Guidance during COVID-19 Update #6*  
March 1, 2022

The information below is an overview of the interim guidance for the NH Ryan White CARE Program due to the ongoing Coronavirus Pandemic. All guidance is reviewed periodically for further revision. Guidance is updated, emailed to NH CARE Program contracted providers, and posted on the NH CARE Program Provider information webpage: <https://www.dhhs.nh.gov/dphs/bchs/std/provider-info.htm>. This document updates previous guidance effective March 1, 2022.

For New Hampshire COVID-19 and vaccine updates, including links to the COVID-19 page for both the Centers for Disease Control and Prevention and the NH Department of Health and Human Services, please visit the NH Department of Health and Human Services website: <https://www.nh.gov/covid19/>, and for Business Resources visit the New Hampshire Department of Business and Economic Affairs: <http://nheconomy.com/covid19>. For NH Medicaid updates please visit <https://www.dhhs.nh.gov/ombp/medicaid/>.

In alignment with NH's emergency orders and the need for continued telehealth service delivery, the NH CARE Program continues to offer flexibility to program policies and procedures to allow our partners, providers, and clients to maintain core medical and support services. This guidance conforms to the NH CARE Standards, ensures medications are accessible, and promotes treatment continuity, in accordance with guidelines from CDC, WHO, Government, and professional organizations.

**AIDS Drug Assistance Program (ADAP)**

*Early Refills*

The CDC and American Red Cross recommend that households maintain at least a 30-day supply of any prescription drugs used by household members to prepare for unexpected events. Additionally, for maintenance medications, insurance companies should permit members to obtain a 90-day supply for travel, illness, and other restrictions related to COVID-19.

The NH CARE Program recognizes that circumstances related to COVID infection or exposure may create barriers due to NH CARE Program policy. The NH CARE Program will consider requests for one-time early refills for non-controlled substances and controlled substances for up to 30 days and maintenance medications for up to 90 days (<https://www.dhhs.nh.gov/ombp/pharmacy/documents/medicaidmaintenance.pdf>). To get an early refill the dispensing pharmacy needs to call the NH CARE Magellan Call Center at 800-424-7901 and request “**early refill related to COVID-19**”.

**When NH CARE Program is the secondary payer (e.g. copays and deductibles)**, clients have another form of insurance to assist with payment for medications. During the pandemic, the NH Department of Insurance has asked health insurance companies to allow all of their members to obtain a **one-time refill** of their covered prescription medications prior to the expiration of the waiting period between refills. NH CARE Program (ADAP) will pay for copays or deductibles associated with these refills.

#### *Prior Authorizations*

Prior authorizations submitted on behalf of clients for whom ADAP pays full price that are due to expire may be extended for an additional 90 days for clients affected by COVID (due to quarantine, isolation, or illness). To request authorization, contact the NH CARE Magellan Call Center at 800-424-7901.

#### **Enrollment Eligibility**

##### *Enrollment Extensions*

The NH CARE Program will consider limited extensions for the certification of active clients affected by coronavirus, whose certifications are due to expire, for up to 30 days. The NH CARE Program reviews requests on a case-by-case basis.

*Extensions are ONLY granted at the request of the case manager.* Please email Amy McWeeney, Enrollment Coordinator ([amy.m.mcweeney@dhhs.nh.gov](mailto:amy.m.mcweeney@dhhs.nh.gov)) no later than **three (3) business days** prior to the current enrollment expiration date with each request.

#### **NH CARE Program Patient Medical Information (PMI)**

Interim verbal order may be accepted in lieu of the PMI when the medical case manager (MCM) is unable to obtain the PMI from the MD office following two requests. The MCM will accept the verbal order from a staff member at the MD office and document the information using the NH CARE Program Interim Verbal Order form.

#### **New Enrollments**

As you are aware, many people living throughout the State are experiencing a change in financial circumstances. Providers are encouraged to ask about change in income for people living with HIV to assess for eligibility for the NH CARE Program, and assess eligibility for public assistance programs. To be eligible for assistance through the NH CARE Program a person must:

- Be a NH resident;
- Be living with HIV or be an infant exposed to HIV during pregnancy and birth; and
- Have a gross annual household income cannot exceed 500% of the Federal Poverty Level (FPL).

Please contact a local AIDS Service Organization for assistance:

**AIDS Response Seacoast**

603-433-5377  
Portsmouth, NH

**Harbor Care**

Keene, NH – 603.354.3241  
Nashua, NH – 603.595.8464

**Merrimack Valley Assistance Program**

Manchester, NH – 603.623.0710  
Concord, NH – 603.226.0607  
Laconia, NH – 603.724.4936

**HIV/HCV Resource Center**

603.448.8887  
Lebanon, NH

Household Size	NH CARE Eligibility 500% FPL
1	\$67,950
2	\$91,550
3	\$115,150
4	\$138,750
5	\$162,350
6	\$185,950
7	\$209,550
8	\$233,150

**Health Insurance Loss or Change**

Clients who lose insurance may be eligible for a qualified insurance plan through the ACA marketplace or for public health insurance. Notify the NH CARE Program and the client’s case manager immediately for any changes to insurance status. The NH CARE Program will cover insurance benefits for these enrollments for clients including monthly premiums, copayments, and deductibles. The case manager will work with the client to evaluate any options the client may have for new and/or additional coverage. Please visit HealthCare.gov website: <https://www.healthcare.gov/>.

**NH Medicaid Changes**

New Hampshire is currently under a [Public Health Incident Declaration](#), consisting of continuous Medicaid coverage for certain individuals, which will remain in effect until **March 31, 2022**. After this, some people deemed eligible during the pandemic emergency will undergo redetermination and possibly lose pandemic Medicaid benefits. Clients should review and respond promptly to requests from their Medicaid case workers to determine eligibility.

**Post-Pandemic Benefits Changes:** [DHHS End of Federal Public Health Emergency Impact on Medicaid](#) Please see also [End of Pandemic Medicaid FAQs](#).

**Telehealth**

Telehealth options, including phone calls are encouraged whenever feasible for all routine visits and evaluations for patients who are ill. Telehealth promotes continued access and continuity of care while ensuring safety during COVID-19 Public Health Response measures. The NH CARE Program will cover telehealth visits just like any other face-to-face encounter, provided there is a billing code consistent with the Medicaid reimbursement schedule. For more information about how to bill for telehealth services using Medicaid reimbursement, please visit the NH DHHS Healthcare Provider website: <https://www.nh.gov/covid19/resources-guidance/healthcare-providers.htm>.

**Annual Monitoring Site Visits**

NH CARE Core Medical Services Annual Monitoring Site Visits (AMSVs) and other site visits are an important component of the provider monitoring and oversight process for NH CARE core medical services, Tuberculosis Financial Assistance Program (TBFA), and Early Intervention Services (EIS). Site visits may be conducted utilizing a virtual model when feasible in order to accommodate remote or restricted staff schedules due to the COVID-19 Public Health Response. The NH CARE AMSVs will be resumed as soon as practical.

### **Hours of Operation**

#### *NH CARE Program*

The NH CARE Program remains open Monday – Friday from 8:00am – 4:30pm. Some program staff are working off-site with access to email, phone lines, and voicemail. Contact staff by calling the main number, 603.271.4502.

### **Contracted Providers**

In alignment with NH's emergency orders: <https://www.governor.nh.gov/news-and-media/emergency-orders-2020> the NH CARE Program is assisting our contracted providers to institute modifications when appropriate in order to maintain essential services in accordance with the guidelines from CDC, WHO, Government, and professional organizations.

Our contracted providers remain open. However, service delivery and hours of operation may require modifications due to State and local guidance. Please contact providers directly for information or contact the NH CARE Program for assistance at 603.271.4502.