

# What Granite Staters Need to Know About Medicaid

## Summary

In response to the COVID-19 pandemic, the federal government temporarily waived certain Medicaid program requirements and conditions to prevent people with Medicaid from losing their health coverage. From March 2020 through March 2023, people enrolled in Medicaid could keep their coverage, regardless of eligibility and without the need to complete a redetermination. This continuous coverage flexibility has ended, and the New Hampshire Department of Health and Human Services (DHHS) resumed its regular Medicaid eligibility operations on April 1. This means that individuals covered by Medicaid must complete a redetermination to see if they are still eligible for coverage.



## What to Know

- DHHS has reached out to let Medicaid enrollees know when it is time for them to complete a redetermination. Not all enrollees will complete their redeterminations at the same time.
- The communications are on yellow paper, or highlighted in yellow in the individual's NH EASY account.
- Medicaid enrollees should respond to any request for redetermination or information from DHHS to avoid a gap in their health coverage. Enrollees who do not complete a redetermination or respond to DHHS' requests for information will not be eligible to keep their Medicaid coverage.
- For individuals no longer eligible for Medicaid, there are other free and low-cost health insurance options available, including low-cost health plans through the Federal Marketplace. Some plans can cost less than \$10 a month, and cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more. Visit [HealthCare.gov](https://www.healthcare.gov) to find out.
- Individuals whose Medicaid coverage ended for failing to complete a redetermination or to provide information requested by DHHS can complete their redetermination, or submit missing information, within 90 days and have their coverage re-opened with no break in coverage.

**Need Help? Visit a DHHS District Office, or contact the DHHS Customer Service Center, Monday - Friday, 9 a.m. - 4 p.m.:**

**1-844-ASK-DHHS (1-844-275-3447) option #3, or (603) 271-9700  
TDD: 1-800-735-2964**



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## Contact Information and Resources

- For more information, visit <https://www.dhhs.nh.gov/medicaid-changes>
- Enrollees can visit NH EASY at <https://nheasy.nh.gov> to check their Medicaid eligibility status, review their notices, or apply for other benefits administered through DHHS.
- Individuals who need help with securing health insurance can contact one of New Hampshire's Health Insurance Navigators to explore other health insurance options.
  - **First Choices Services**  
(603) 931-3858 or 1-877-211-NAVI  
<https://acanavigator.com/nh/home>
  - **Health Market Connect**  
(603) 309-2021 or 1-800-208-5164  
<https://www.hmcnh.com/>



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