



Medicaid Care Management A Tool for Families Having Children with Special Healthcare Needs

♥ A suggested process for making an informed decision

Choosing a Managed Care Plan for your child's Medicaid coverage.

When you receive NH Medicaid you will be asked to choose a managed care health plan. NH Medicaid Care Management (MCM) program uses (2) Health Plans. The health plans cover the same services that NH Medicaid does. The Health Plans also offer optional services, programs, and other extras including wellness and prevention programs.



You will be asked to pick from these Health Plans:

New Hampshire Healthy Families Member Services: 1-866-769-3085 Web: www.nhhealthyfamilies.com

Well Sense Health Plan Member Services: 1-877-957-1300 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. You will still have Medicaid coverage. Health Plans cover the same basic services and programs you have always had with Medicaid but there may be some changes in pharmaceuticals and prior-authorizations. Each Health Plan may also offer extra services not available under the regular Medicaid program.

This worksheet (on the back) is intended to help you through the process of making an informed decision regarding your child's Medicaid and their new Care Management Health Plan. It will be important to respond within the time frame you will be given. If you do not respond Medicaid will auto-assign your child to a health plan. That means that they will pick a Health Plan for you.

♥ If you have questions about enrolling with a MCO call 1-888-901-4999 and they will assist you.
If you have a NH Easy account, you can enroll on-line with NH Easy (<https://nheasy.nh.gov>).

Considerations

- ◆ Providers have chosen to sign on to both Health Plans or just one. You may want to call your child's provider and inquire which plans they are in enrolled with.
- ◆ You will have access to the "extra" services offered by the MCO's.
- ◆ You will have access to a care manager who can help you maneuver through Medicaid services.
- ◆ You may not be able to access all of your specialists in one plan, resulting in your choosing new providers.

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

NOTE: Remember to let Medicaid know of your decision otherwise you will be auto-assigned to a health plan.

Child’s Providers/Services	How many times a year does your child see the provider?	Prioritize What is the most important for you and your child			Medicaid Health Plans Check off the health plan in which your providers are listed	
		Must keep	Change possible	Willing to change	Well Sense Health Plan	New Hampshire Healthy Families
♦ Primary Doctor or Pediatrician						
♦ Specialist: (i.e. Neurologist, Cardiologist, etc.) List below:						
▪						
▪						
▪						
▪						
♦ Rehabilitative Services: (i.e. PT and OT, Speech and Language, etc.) List below:						
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♦						

♦ Other services you may need to consider: (These services should be listed in the MCO’s benefit handbook or you can call the MCO and ask how these services will be addressed)	Well Sense Health Plan	New Hampshire Healthy Families
♦ Medications/Pharmacy (including compounds)		
♦ Transportation Reimbursement		
♦ Wheelchair Transport to Doctors		
♦ Deaf services		
♦ Cultural/Language services		
♦ Other		