

# NEW HAMPSHIRE MEDICAID MANAGED CARE HEALTH PLANS

## QUESTIONS AND ANSWERS ABOUT ENROLLMENT

### **I am on Medicaid now. Do I have to enroll in a Health Plan?**

It depends on if you are in a mandatory, voluntary, or exempt status.

**“Mandatory”** – you must be enrolled in a Health Plan.

**“Voluntary”** – you have two choices:

1. Enroll in a Health Plan; or
2. *Opt out* of enrolling in any Health Plan.

**“Exempt”** – you *may not* enroll in any Health Plan.

### **If I opt out or I am “exempt,” how do I get Medicaid?**

You get Medicaid the same way you did before Managed Care began.

### **Can I change from mandatory to voluntary status?**

Some people may be able to change from mandatory to voluntary. If you are in a mandatory status, but you are also eligible for a voluntary eligibility group, you may switch eligibility groups.

### **Voluntary Groups**

Children under age 19 who are:

- Eligible for Supplemental Security Income (SSI)
- Eligible for Home Care for Children with Severe Disabilities (also known as “Katie Beckett”)
- In foster care or other out-of-home placement;
- Receiving foster care or adoption assistance; or
- Receiving services through Special Medical Services or Partners-in-Health.

People of any age who are eligible for both Medicare and Medicaid (also known as “dual eligibles”)

### **Exempt Groups**

People with Veterans Administration benefits

People only eligible for Medicaid under:

- Qualified Medicare Beneficiary (QMB) program
- Specified Low-Income Medicare Beneficiary (SLMB) program
- Qualified Disabled Working Individual program

People on In and Out Medicaid

## **MANDATORY ENROLLMENT**

### **If I am in a mandatory status and I do not enroll, how will I be auto-assigned to a Health Plan?**

The State will auto-assign you by looking at:

- (1) Your past Medicaid bills to:
  - (a) See if you have a primary care provider and which Health Plans the provider participates with;
  - (b) See if you have a regular specialist and which Health Plans the specialist participates with;
- (2) Which Health Plan a family member in your house has chosen;

If the State cannot make an assignment based on these facts, the State will just assign you to one of the Health Plans.

### **If I am in a mandatory status, when may I change Health Plans?**

You may change Health Plans by making a written or oral request *at any of the following times*:

- (1) During the 90 days following whichever date is later:
  - (a) The date of your first Health Plan selection or auto-assignment, or
  - (b) The date the State sends you confirmation of your selection or auto-assignment,
- (2) At any time, if you are auto-assigned to a Health Plan and you have an existing relationship with a primary care provider who is only in another Health Plan network;
- (3) During open enrollment, every 12 months; and
- (4) For 60 days after a re-enrollment, if you temporarily lost Medicaid eligibility and missed the annual enrollment.

You also may change Health Plans at any time by making a written or oral request *for any of the following reasons*:

- (1) You are undergoing care and need related services that are not available in your Health Plan network and your health care provider determines that receiving the services separately would cause you unnecessary risk;
- (2) You want to select the same Health Plan as a household family member;
- (3) Poor quality of care;
- (4) Lack of access to covered services;
- (5) Your Health Plan member rights were violated;
- (6) The Health Plan’s network providers do not have experience in your unique healthcare needs; or
- (7) You move out of state.

To change Health Plans contact the Enrollment Call Center at 1-888-901-4999 or go to [www.nheasy.nh.gov](http://www.nheasy.nh.gov) .

## **VOLUNTARY ENROLLMENT**

### **If I am in a voluntary status and I do not tell the State that I opt out, will I be auto-assigned?**

Yes, if you do not enroll in a Health Plan or tell the State that you opt out, you will be auto-assigned to a Health Plan.

### **If I am in a voluntary status, when may I disenroll?**

You may change Health Plans or disenroll at *any* time and you do not need a reason to do so. Contact the Enrollment Call Center at 1-888-901-4999 or go to [www.nheasy.nh.gov](http://www.nheasy.nh.gov) to change Health Plans or to disenroll.

**HAVE MORE ENROLLMENT QUESTIONS?**

**CALL THE ENROLLMENT CALL CENTER AT 1-888-901-4999.**

**NEED LEGAL ASSISTANCE?**

**CALL THE DISABILITIES RIGHTS CENTER AT 1-800-834 -1721.**