



Provider Notice

Date: November 7, 2018 To: All Well Sense Health Plan Network Providers

Open Enrollment for the Medicaid Care Management Program and the Granite Advantage Health Care Program

Once each year, NH Medicaid Managed Care members can change their Medicaid Health Plan. For 2019, the open enrollment period is November 1, 2018 through December 28, 2018. Members have two choices in 2019:

- Well Sense Health Plan
- NH Healthy Families

Members who like their managed care plan do not need to do anything - their coverage will continue. If members want to change from one of these managed care plans to the other, they may go to NH Easy or call the Medicaid Service Center (NH only) at 888-901-4999 (TDD Access: 800-735-2964), Monday through Friday, 8:00 a.m. to 5:00 p.m., no later than December 28, 2018 at 4:00 p.m. Their new plan coverage will start on January 1, 2019.

For members enrolled with a Qualified Health Plan, please be advised that starting on January 1, 2019, the New Hampshire Health Protection Program/Premium Assistance Program becomes the Granite Advantage Program. This transition to Granite Advantage means that these members will receive coverage from one of the Medicaid Care Management Program plans.

If members are currently enrolled with Ambetter from NH Healthy Families, Anthem, or Harvard Pilgrim Health Care, they will or have received a letter from the Qualified Health Plan letting them know that their Plan will no longer be available to them after December 31, 2018.

This does not mean they are losing their health care coverage. This means that they need to pick one of the 2019 Medicaid Care Management Plans listed above no later than December 28, 2018 at 4:00 p.m. If they do not pick a new plan by December 3, 2018, one will be assigned to them. Ambetter members that do not actively select a plan will be assigned into New Hampshire Healthy Families. Even if they are assigned into a Plan, they still will be able to switch until open enrollment ends on December 28, 2018. Their coverage with the new Plan will start January 1, 2019.

To select a new Medicaid Care Management Plan, members can go to NH Easy or call the Medicaid Service Center at (NH only) 888-901-4999 (TDD Access: 800-735-2964), Monday through Friday, 8:00 a.m. to 5:00 p.m. Related information can be found here: dhhs.nh.gov/ombp/caremgmt/open.htm

As always, please contact your dedicated Well Sense Health Plan Provider Relations Consultant or email NHProviderInfo@WellSense.org if you have any questions.