

## Recipient Responsibilities

The NH Medicaid program pays for certain medical items, supplies, and services to improve and maintain your health. For the program to work for you, it is important that you:

- Show your NH Medicaid identification card, and any other insurance or Medicare cards, to each provider you see at each visit **before** you receive any services
- Follow the rules of your other insurance, including use of in-network or participating providers, obtaining referrals, etc. NH Medicaid cannot pay if the rules of your other insurance are not followed
- Ask if the medical provider is participating with your other insurance plan(s) and if they are enrolled with NH Medicaid
- Ask the medical provider if the service(s) you need will be covered by your other insurance and NH Medicaid
- Keep records of all services you receive
- Inform your Family Services Specialist at your District Office (DO) immediately if your name, address, or other insurance changes (see back panel for district office contacts)
- Maintain access to health care and dental providers by keeping the appointments you make or giving advance notice of a need to cancel or reschedule an appointment. Providers may refuse to continue to treat patients who miss appointments or fail to provide advance notice of cancellations

If you do not follow these procedures you may incur bills, which **you will be required to pay**.

You are responsible for payment of all bills for services not covered by NH Medicaid, for services that would have been covered by other insurance if the rules of the insurance plan had been followed, for services received from providers not enrolled in NH Medicaid or not accepting new NH Medicaid patients, or for services which exceed any service limit.

If you have any questions about NH Medicaid services, please call Medicaid Client Services at 1-800-852-3345 ext. 4344 (in-state only) or (603) 271-4344.

## Transportation

**Ambulance Service** - is covered (1) in the case of a medical emergency to the nearest acute care hospital with appropriate treatment facilities, and (2) to a medical provider when any other mode of transportation would likely endanger the health and safety of the recipient and when it is certified as medically necessary by a physician or other qualified person and authorized by Medicaid. Ambulance service is **not** covered if used for the recipient's convenience.

**Wheelchair Van Service** - is covered for up to 24 trips per year, whether one way or round trip. This service is covered only if **all** of the following conditions are met:

- The use of the wheelchair van is certified as medically necessary by the recipient's physician or other qualified person
- The recipient is confined to a wheelchair for mobility
- The transportation is to and from a medical provider, returning directly to the recipient's home or nursing facility

**Private or Public Transportation to Medicaid-Covered Medical or Dental Services** may be reimbursed. For assistance and/or mileage reimbursement, contact Coordinated Transportation Solutions (CTS) at 1-844-259-4780.

## Service Limits

The services below are limited. Limits are per person, per fiscal year (July 1 - June 30). Keep track of the medical services you use because if you go over these limits, you may have to pay the bills.

If medically necessary services are required after you have reached the service limit, your medical provider should contact Medicaid Medical Services for a possible approval to go over limits **PRIOR** to providing additional services. Refer also to pamphlet 77h, "Healthy Children and Healthy Teens", for information about services available to persons under age 21.

It is important to let your Family Services Specialist know if you have other health insurance or if there

are any changes in your insurance, because it may affect your limits.

The limits for each service are:

### X-Ray (Diagnostic) - 15 X-rays per year

Radiation therapy is not counted toward this limit.

### Hospital Outpatient - 12 visits per year

Emergency department (ED) and urgent care visits do not count toward the limit. Physician visits associated with the outpatient hospital visit are also limited to 12.

### Dental Services

For persons age 21 and over, coverage is limited to the treatment of acute pain or infection. For persons under age 21, most dental services are covered, such as regular check-ups every six (6) months, cleanings, fluoride treatment, x-rays, sealants, fillings, root canals, and extractions. Please refer to pamphlet 77o, "Dental Services for Children."

### Physical Therapy, Occupational Therapy, Speech Therapy - 80 units per year

A unit is fifteen (15) minutes of therapy. Units may be used for one type of therapy or in any combination of therapies.

### Podiatrist (Foot Doctor) - 4 visits per year

A visit means all podiatrist services provided on one day by one podiatrist.

**Community Mental Health Services** - Your Community Mental Health Center can explain any limits on their services.

### Vision Care Services

- One complete eye exam every 12 months to determine the need for glasses
- When certain prescription requirements are met, one pair of single vision or bifocal glasses or one pair each reading and distance glasses
- Only approved frames and lenses are covered
- **Replacement glasses** only when vision changes of 1/2 diopter or more occur in each eye
- One **repair** of glasses per year - replacement of broken parts only

## Co-payments

### Prescription Drugs

In most cases, you must pay a co-payment. The pharmacy will collect this co-payment from you, and NH Medicaid will pay the rest of the bill.

There are two (2) amounts of co-payment depending on the type of prescription product dispensed:

- The co-payment will be \$1.00 for each prescription or refill when a preferred product is dispensed
- The co-payment will be \$2.00 for each prescription or refill when a non-preferred prescription, or a compound product prescription which the pharmacist mixes him/herself, is dispensed

### There is no co-payment required:

- If recipient is under the age of 18
- If recipient resides in a nursing facility
- If recipient participates in a Home and Community Based Care waiver program
- If recipient receives services that relate to pregnancy or any other medical condition that might complicate the pregnancy
- For family planning products
- For Clozaril (Clozapine) prescriptions

### Services Not Covered By NH Medicaid (Partial List)

Before receiving a service, ask if it will be covered by NH Medicaid. The following services are **non-covered**:

- Acupuncture and Biofeedback
- Experimental or investigational procedures as determined by Medicare guidelines
- Experimental or investigational medication not approved by the FDA
- Reversal of voluntary sterilization or erectile dysfunction operations
- Services provided outside the United States and its territories, and vaccinations for out of country travel
- Operations, devices, medications, and procedures for the purpose of contributing to fertility or procreation
- Cosmetic surgery or procedures
- Chiropractic services
- Hypnosis, except when performed by a psychiatrist as part of an established treatment plan
- Services or items that are free to the public
- Physician care in a non-medical government or public institution
- Services for work related ailments or injuries
- Visual or auditory training (auditory trainer devices are covered)
- Dietary services including commercial weight loss, nutritional counseling, and exercise and conditioning programs
- Homemaker and respite services, except for HCBC-CFI recipients as part of an authorized HCBC-CFI support plan.
- Academic performance testing not related to a medical condition
- Halfway houses, service and therapy animals, autopsies, and child care
- Hospital inpatient care, or any other service, which is not medically necessary

- Services directly related to non-covered services, procedures, or items

### Services That Need Prior Authorization

These services need prior authorization **BEFORE** you receive the service.

The provider must contact the Department of Health and Human Services, Medicaid Medical Services, 129 Pleasant Street, Concord, NH, to obtain Prior Authorization for the following services:

- **Out-of-State Inpatient Hospitalization** (except for emergencies)
- **Private Duty Nursing**
- **Durable Medical Equipment**, such as hospital beds, power wheelchairs, and CPAP machines
- **Incontinence Supplies for Adults**
- **Organ Transplant Services**, except kidneys, even in emergency situations
- **Certain Dental Services for Recipients Under Age 21** - Comprehensive and interceptive orthodontic treatment, dental orthotic devices, surgical periodontal treatment, and extractions of asymptomatic teeth
- **Prescription drugs** – Prescription drugs require prior authorization in some circumstances. Providers have been instructed on the prescription drug prior authorization process
- **X-rays** – The provider must obtain prior authorization for certain x-rays. Providers have been instructed on the x-ray prior authorization process
- **Nursing Facility Services** - The provider must contact the Department of Health and Human Services, Bureau of Elderly and Adult Services, 129 Pleasant St. Concord, NH, to obtain prior authorization
- **Communication Devices** - The recipient or provider must contact the Augmentative Communication Equipment Services Consultant at 1-800-397-0191 for requirements regarding coverage and prior authorization.

### Department of Health and Human Services District Office Contact Information

**Berlin**, 650 Main St, Suite 200, Berlin, NH 03570;  
(603) 752-7800 or (800) 972-6111

**Claremont**, 17 Water St, Suite 301, Claremont NH 03743; (603) 542-9544 or (800) 982-1001

**Concord**, 40 Terrill Park Dr, Concord, NH 03301;  
(603)271-6200 or (800) 322-9191

**Conway**, 73 Hobbs St, Conway, NH 03818;  
(603) 447-3841 or (800) 552-4628

**Keene**, 111 Key Rd, Keene, NH 03431;  
(603) 357-3510 or (800) 624-9700

**Laconia**, 65 Beacon St., W, Laconia, NH 03246;  
(603) 524-4485 or (800) 322-2121

**Littleton**, 80 N Littleton Rd, Littleton, NH 03561;  
(603) 444-6786 or (800) 552-8959

**Manchester**, 1050 Perimeter Rd, Suite 501,  
Manchester, NH 03103;  
(603) 668-2330 or (800) 852-7493

**Rochester**, 150 Wakefield St., Suite 22, Rochester,  
NH 03867; (603) 332-9120 or (800) 862-5300

**Seacoast**, 50 International Dr, Portsmouth, NH 03801; (603) 433-8300 or (800) 821-0326

**Southern NH**, 3 Pine St Ext, Suite Q, Nashua, NH 03060; (603) 883-7726 or (800) 852-0632

**Need help finding a doctor or a dentist?**

Call Medicaid Client Services

1-800-852-3345, ext. 4344  
or 603-271-4344

TDD Access: Relay NH 1-800-735-2964

Form 77L  
01/18  
SR 18-xx

# New Hampshire Medicaid Services

(not to be used for Medicaid managed care)

## Recipient Information About:

### Recipient Responsibilities

### Transportation

### Service Limits

### Co-payments

### Non-Covered Services

### Prescription Drugs

### Prior Authorization

## Department of Health and Human Services

### Medicaid Client Services

129 Pleasant Street  
Concord, New Hampshire 03301

800-852-3345, ext. 4344 (in-state only)  
or 603-271-4344

TDD Access: Relay NH 1-800-735-2964