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PRESS RELEASE

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DHHS Announces Additional Assistance to Support MCM Open Enrollment

Concord, NH – The New Hampshire Department of Health and Human Services (DHHS) is announcing additional assistance for Medicaid clients in the Open Enrollment process of NH's new Medicaid Care Management (MCM) Program. The MCM Enrollment Call Center is now able to help clients find out which Health Plan provider networks their Primary Care Provider is joining. Open Enrollment is the time in which clients pick a Health Plan. Open Enrollment began last month in preparation of the December 1 start date of MCM.

DHHS' Provider Directory is being updated on a daily basis, but does not list providers who are in the process of finalizing participation in the MCM Health Plan provider networks – this is known as “credentialing.” Providers in the credentialing process are listed on an “In-Process” Provider List, which the Enrollment Center can now access to provide that information to clients.

“We want to provide our Medicaid clients with as much support as possible as they make informed decisions about their healthcare,” said Associate Commissioner Mary Ann Cooney. “If they haven't yet enrolled in a Health Plan because they couldn't find their provider, our Enrollment Call Center staff is equipped with the most up-to-date information to help them with that process.”

If a provider is not on the “In-Process” list, the Enrollment Call Center will contact the provider to track which Health Plan the provider has contracted with. If the provider has not contracted with a Health Plan, Call Center staff will encourage the provider to start the process of joining one or more of the Health Plan networks.

More than 34,000 Medicaid clients have enrolled in a Health Plan as of October 23rd. “We continue to encourage our clients to choose their Health Plan now,” said Division of Client Services Director Carol Sideris, “as there are only a few weeks left before the auto assignment process will begin. This is a process which selects a Health Plan for the client.”

For the DHHS Provider Directory visit: www.dhhs.nh.gov/ombp/caremgmt/find-provider-tips.htm
Medicaid clients can pick their Health Plan today by calling 1-888-901-4999.

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