



Neighborhood Health Plan™

Dear NHP Member:

We are writing to let you know about some upcoming changes to your NHP membership. These changes will begin in June and July this year.

NEW MEMBER ID CARD

Beginning in mid- June, NHP will be mailing new member ID cards to all members. This new card will have both your NHP and your MassHealth ID number on it. Pharmacy copayment amounts will also be shown on this new card. You can throw away your old NHP member ID card after your new card arrives. Please be sure to bring your new member ID card, as well as your MassHealth ID card, to all of your visits with health care providers and to pharmacies.

NEW MEMBER HANDBOOK

We will also be sending our members a new member handbook. This will come in a separate mailing from your ID card. This handbook has important information about your health care coverage with NHP and with MassHealth. If you need extra copies or need help understanding or translating any part of the handbook, please call the NHP Customer Care Center at 1-800-462-5449 (TTY 1-800-655-1761). Customer Care Representatives are available to help you Monday through Friday 8:30AM to 6:00PM, and Thursday from 8:30AM to 8:00PM.

NHP PROVIDER DIRECTORY

Starting right now, NHP will no longer mail members a provider directory. To get the most up-to-date information about NHP providers, please visit our website at www.nhp.org. If you want a paper copy of the provider directory, or if you have any questions or need help finding a provider, please contact the NHP Customer Care Center at 1-800-462-5449 (TTY 1-800-655-1761).

NHP SERVICE AREA

Beginning on July 1, 2010, NHP will be expanding our service area to the entire state of Massachusetts. This means that no matter where you live in Massachusetts, you will be able to get your MassHealth health care coverage through NHP. To make sure we can contact you with important information, please continue to let NHP and MassHealth know if your address or phone number ever changes. To report changes to us, please call the NHP Customer Care Center at 1-800-462-5449 (TTY 1-800-655-1761). To report changes to MassHealth, please call the MassHealth Customer Service at 1-800-841-2900 (TTY 1-800-497-4648), Monday – Friday, 8:00 AM to 5:00 PM.

PHARMACY COPAYMENTS

Also, beginning on July 1, there will be a change to pharmacy co-payments. Co-payments that have been \$2 will now be \$3. This includes most generic and over-the-counter drugs. Co-payments that are \$1 will remain at \$1. There are some times when a co-payment is not needed. To learn more about your pharmacy benefit, refer to your member handbook.



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CARE MANAGEMENT PROGRAM

NHP has care management programs to help members take care of chronic health problems like asthma or diabetes. We are expanding our care management program to include more serious or hard to manage medical and/or behavioral health problems. Depending on your needs, our care managers will work with you over the phone or in some cases visit you at your home. They can provide education, coordinate services, and help in your care. If you have questions about our care management program, call the NHP Customer Care Center at 1-800-462-5449 (TTY 1-800-655-1761).

CHANGE IN MASSHEALTH DENTAL BENEFITS

Effective July 1, 2010 dental benefits will be limited for all MassHealth members aged 21 and older, except for those members who are Department of Developmental Services eligible. Please refer to your NHP Covered Services Booklet for further information or contact the MassHealth Dental Customer Service 1-800-207-5019 (TTY: 1-800-466-7566).

HARVARD VANGUARD PATIENTS

If you go to Harvard Vanguard Medical Associates (HVMA) for your primary care (where you see your PCP), there is an important change coming up about seeing specialists who are not with HVMA.

Starting on July 6, NHP members who get their primary care at any HVMA location will need to get a referral from their PCP to see a specialist outside of HVMA. Some services never require a referral. They are:

- Routine, preventive and urgent care provided by any NHP network Obstetrician or Gynecologist;
- Family planning services provided by any NHP network or MassHealth family planning clinic;
- Outpatient and diversionary behavioral health services provided by an NHP network provider; or
- Any emergency services provided at any hospital emergency room or behavioral health emergency service provider.

Be sure to talk with your PCP about your need for specialty care. If a referral is needed your PCP will arrange it.

If you have questions about any of this information, please contact the NHP Customer Care Center at 1-800-462-5449 (TTY 1-800-655-1761). Customer Care Representatives are available to help you Monday through Friday 8:30AM to 6:00PM, and Thursday from 8:30AM to 8:00PM.

Thank you for choosing NHP.

Sincerely,



Paul Mendis
Chief Medical Officer