Welcome to Neighborhood Health Plan

Quick start guide
Neighborhood Health Plan Member Service Center
800-462-5449 (TTY: 800-655-1761)
Monday–Friday, 8:00 a.m. to 6:00 p.m., Thursdays 8:00 a.m.–8:00 p.m.
Website: www.nhp.org.

MassHealth Customer Service Center
800-841-2900 (TTY: 800-498-4648)
Monday–Friday, 8:00 a.m.–5:00 p.m.
Website: www.mass.gov/masshealth

Commonwealth Connector Authority
877-623-6765
(TTY Commonwealth Care: 877-623-7773)
(TTY Commonwealth Choice: 888-213-8163)
Monday–Friday, 8:00 a.m.–5:00 p.m.
Website: www.mahealthconnector.org

- To speak with an NHP Care Manager, call: 800-462-5449 (TTY: 800-655-1761).
- For help finding a behavioral health provider, call Beacon Health Strategies: 800-414-2820 (TTY: 781-994-7660)
  Web site: www.beaconhealthstrategies.com
- For help quitting smoking, call NHP: 800-462-5449 x 1447

If you are a MassHealth member and have questions about your health plan enrollment options with all MassHealth managed care plans, including NHP, please call the MassHealth Customer Service Center at 800-841-2900 (TTY 800-497-4648), Monday–Friday from 8:00 a.m.–5:00 p.m.
# NHP Quick Start Guide

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Welcome to Neighborhood Health Plan (NHP)

About NHP

NHP is a health maintenance organization (HMO), which allows you to choose your own Primary Care Provider (PCP) for your health care services. Your PCP guides and coordinates your health care. When needed, your PCP can refer you to Specialists, Hospitals, and other health care professionals available to you through the NHP Provider Network.

As an NHP member, you have access to many health care services and programs, as well as access to our top network of participating providers. We offer preventive care benefits, emergency medical care, and value-added programs. We look forward to serving all of your health care needs!

How to use this guide

Read through the NHP Quick Start Guide to learn how NHP membership works. You’ll learn about the many special programs, services, and extra benefits available just for NHP members. For specific information about your plan’s benefits (what’s covered and what’s not), your rights and responsibilities as an NHP member, how to file a grievance or appeal, or to learn more about your NHP membership, refer to your NHP Member Handbook. For NHP commercial, Commonwealth Care, and Commonwealth Choice members, refer to your Benefit Summary as well.

Contact NHP if you ever need a copy of these or any other member materials.
Your Member Identification Card
(Member ID Card)

Each member of NHP receives an NHP Member Identification Card upon enrollment. The ID Card has important information about you and your benefits. It also identifies you as a Member of NHP to health care providers. Always show your NHP Member ID Card whenever you get care.

Members copayments are based on their specific plans.

If you are an NHP Member and also have MassHealth coverage, be sure to show your MassHealth card. If information on your NHP card is wrong, or if you ever lose it or do not receive a card within 10 business days of joining NHP, call NHP’s Member Service Center toll-free at 800-462-5449 (TTY 800-655-1761).
The NHP Member Service Center

Answers to your questions are just a phone call away.

The NHP Member Service Center is staffed by health insurance professionals who can answer questions about your NHP membership and provide help if you ever have a problem.

Whether you need to update your address with us, get a replacement member ID card, are getting medical bills in error from an NHP provider for a covered health care service, or simply have a question about your member benefits, our multilingual representatives are specially trained to assist you.

Call Member Service if you:

- Have any questions about your NHP benefits
- Need help choosing a Primary Care Provider
- Receive a bill in error from any Provider or hospital
- Lose your NHP Member Card
- Want to file a Grievance or Appeal

In addition, please be sure to let the Member Service Center know (and MassHealth if you also have MassHealth coverage) if you:

- Move
- Get a new telephone number
- Change your marital status
- Have a new addition to your family
- Lose your NHP or MassHealth cards
- Have a change in family income

To speak with a Member Service Representative, call 800-462-5449 (TTY 800-655-1761), Monday–Friday, 8:00 a.m.–6:00 p.m., and Thursdays 8:00 a.m.–8:00 p.m.
Your NHP Welcome Call

We want to get to know you!

Within 15 days of joining NHP, you will get a welcome call from us. During the welcome call, an NHP representative will speak with you about your membership and how it works and ask if you have any questions about your NHP benefits. The representative will also ask if you want to give us your email address and cell phone number if that is the best way to reach you in the future.

The representative will next ask you some questions about your health. This is called a Health Needs Assessment (HNA). The HNA takes just a few minutes to do and it will let us know if there are any medical problems you or other NHP members in your family could use some help with or learn to better manage.

For more information about the special help NHP offers members, read the information on page 11 about NHP Care Management and Disease Management programs. You can always speak with an NHP Care Manager about any health concern by calling 800-462-5449 (TTY 800-655-1761).
Referrals and Authorizations

What are the differences and when do you need one?

A Referral is a special permission that is normally given by your PCP for you to see a Specialist. Examples of Specialists are Cardiologists (heart doctors) and Dermatologists (skin doctors).

Your PCP is always the best person to help you coordinate your healthcare. Before making your appointment with an NHP Network Specialist, talk with your PCP about the situation. Your PCP can help you consider options and help decide where you can get the services you need. A referral is required by NHP before the plan will cover the visit. It is your responsibility to make sure that the specialist you wish to see is part of NHP’s network. You may search our provider directory online at www.nhp.org or call the NHP Member Service Center at 800-462-5449 (TTY 800-655-1761). For NHP members with a Harvard Vanguard PCP an appropriate referral from their PCP is required when seeking care from a non-Harvard Vanguard specialty provider. Exclusions apply. Please contact NHP’s Member Service Center with questions.

An Authorization is a special approval by NHP for payment of certain services. Not all services require Authorization. When an Authorization is needed, it must be given before you receive the service in order for NHP to cover it. Your PCP or the Specialist treating you will request an Authorization if it is necessary.

NHP gives Authorizations as soon as possible. NHP must also authorize your use of any provider who is not part of NHP’s Network. In order to make sure you receive consistent care, there are some conditions when NHP will provide authorization for you to see a provider that is not part of NHP’s Network. You can call the NHP Member Service Center for help in understanding if your condition qualifies you to see a Provider out of the NHP Network. If you receive services from a provider who is not part of NHP’s Network and you did not have Authorization from NHP first, you may have to pay for the service.
Emergency Care or Urgent Care?

They sound the same but there is a difference.

Knowing the difference can save you a lot of time and help you get the best care when you need it. Here are some examples of health problems that need Emergency Care:

- Chest pain
- Poisoning
- Severe bleeding
- Suicidal or homicidal thoughts
- Trouble breathing
- Seizures
- Convulsions

Many health problems need attention, but are not life threatening. This is called Urgent Care. For Urgent Care, call your health care provider’s office. They know you and your medical history and can usually see you within 24 hours. This will help you avoid waiting at the ER. Some examples of problems that can usually be treated by Urgent Care are:

- Stomach pain
- Fever
- Vomiting
- Viral infection/flu
- Earaches
- Diarrhea

If you think your medical problem is life-threatening, always go to the nearest emergency room, emergency service provider (for MassHealth members having behavioral health emergencies*), or call 911.

If your situation is not life-threatening, call your health care provider’s office as they’re the ones who know you best. To see a specialist, you will need to speak with your PCP.

*To find the Emergency Service Provider in your area, call 877-382-1609.
Your Primary Care Provider (PCP)

You deserve good health care!

Whether you’re seeing your own primary care provider (PCP) or a specialist, always be sure to tell your doctor as much as you can about your health. You may want to write down a list of the things you want to talk about with your doctor. Bring someone with you for support if you want. Ask questions if there is anything you don’t fully understand.

NHP has primary care providers (PCPs) throughout most areas in Massachusetts. Primary care providers include physicians as well as nurse practitioners. Our network includes community health centers, hospital-based and private medical group practices.

When you choose a PCP, keep these things in mind:

- Pick a primary care site that’s close to your home or workplace.
- Learn about the site’s hours of operation.
- Is there a PCP available who speaks your native language?
- Is there a translator at the site?

If you ever need to choose a new PCP, or simply want to change the PCP you now have, you’ve got lots of choices from the NHP network. It’s important for you to notify NHP who you’ve chosen as your PCP and primary care site. If you would like more information about PCPs in the NHP Network, call the NHP Member Service Center.
Care Management &
Disease Management Support

A healthier you with help from NHP.

If you have health concerns you find hard to manage, NHP may be able to help. NHP has care managers who can support you and your doctor during treatment. At no cost to you, NHP offers confidential Care Management and Disease Management Programs with services that include:

- Personalized health counseling and support;
- Individualized treatment plans to help you stay healthy;
- Educational materials that help you to manage your health care and community resources for support and special needs;
- Online health resources and tools.

NHP Care Managers include nurses, social services professionals, therapists and behavioral health clinicians who have expertise helping children and adults with a range of complicated health needs. Some examples for which Care Management is available include:

- Adults with severe physical disabilities
- Asthma
- Behavioral Health (mental health and substance abuse)
- Care after a hospital stay
- Complex care needs, injuries needing rehabilitation
- Diabetes
- HIV/AIDS
- Organ transplant
- Pre- and post-pregnancy care
- Pediatric care and special care for children with severe physical disabilities
- Quitting smoking
- Social resources
- Special educational needs
NHP Care Managers work with you, your doctor, and other providers of care and community resources to make sure you’re getting the care you need. Participation in Care Management is voluntary and has no effect on your coverage with NHP or your health plan benefits.

NHP also offers specialized disease management programs for members with chronic and rare medical conditions, such as:

- Heart failure
- Chronic lung disease
- Cystic fibrosis
- Sickle cell anemia
- Liver failure
- Multiple sclerosis

You can find more information about our programs in your Member Handbook or go to the NHP website at www.nhp.org and click on Members, then Your Health. If you have questions about our programs you may call an NHP Care Manager at 800-462-5449 (TTY: 800-655-1761). The Care Manager can help you decide which one of our programs is right for you.
Your Pharmacy Benefit

If your plan offers a prescription drug benefit, you will find the copayment information listed on your NHP Member ID card. You can find complete information about your plan’s prescription drug benefit by referring to your NHP Member Handbook or Benefit Summary.

At our website, you can find the most up-to-date list of covered medications and their Copayment Tier placement (Generic, Brand Name, or Non-Preferred Brand Name). You can also find out if there are any benefit restrictions or limitations for a specific medication. By clicking on the medication name, you can learn more about it from our Healthwise Knowledgebase (see page 14).

Convenience and Savings!

NHP offers members the convenience of getting up to a 90-day supply of most routine medications by mail through the Walgreens Pharmacy by Mail program.*

NHP also offers all members a similar benefit with the Access90 program. With Access90, you get up to a 90-day supply of routine medications you pick up at your local pharmacy. Most pharmacies accept Access90. Always check the NHP website for the most up-to-date information about your pharmacy benefit.

*Walgreens Pharmacy by Mail not available under NHP MassHealth Plans.
Your Behavioral Health Benefit

NHP provides care for members who may have mental health and substance abuse concerns. NHP’s behavioral health care program is managed by Beacon Health Strategies. They can help find a counselor near you, make recommendations, and explain your treatment options. A referral from your doctor is not needed for these services. For more information about Behavioral Health benefits or to locate a provider, call Beacon Health Strategies at: 800-414-2820 (TTY: 781-994-7660) or visit Beacon’s website at www.beaconhealthstrategies.com.

You can also call NHP’s Member Service Center at 800-462-5449 (TTY: 800-655-1761).

A SPECIAL NOTE TO MASSHEALTH MEMBERS
Children’s Behavioral Health Initiative (CBHI)

The Children’s Behavioral Health Initiative is an inter-agency initiative of the Commonwealth’s Executive Office of Health and Human Services whose mission is to strengthen, expand and integrate Massachusetts state services into a comprehensive, community-based system of care, to ensure that families and their children with significant behavioral, emotional, and mental health needs obtain the services necessary for success in home, school, and the community.

NHP provides a full range of behavioral health services including individual, group or family therapy, “diversionary” services such as partial hospitalization, and inpatient care. As part of the Children’s Behavioral Health Initiative, behavioral health services for certain children and youth under the age of 21 have been expanded to include, when medically necessary, home- and community-based services, including Mobile Crisis Intervention, In-Home Therapy, In-Home Behavioral Services, Family Support and Training, Therapeutic Mentoring, and Intensive Care Coordination.

For more information, see your member handbook, go online to www.nhp.org, or contact the NHP Member Service Center.
The NHP website: www.nhp.org

The NHP website is where you’ll find all the information about your plan’s benefits. At our website, you can use our interactive health education tools. These tools can help you learn more about a medical condition, what certain symptoms can mean, as well as learn how to take better care of your health by taking a quick online test called a “Health Risk Assessment.” If the test results concern you, talk about them with your doctor at your next visit.

The Healthwise Knowledgebase

When you go to www.nhp.org, click on the “Your Health” tab to use our Healthwise Knowledgebase. The Knowledgebase has information about thousands of different health conditions. It also provides information about lifestyle issues like obesity and nutrition, exercise, how to reduce stress, and much more.

Visit the Healthwise Knowledgebase to learn about:
- Health conditions and diseases
- Symptoms and what they mean
- Health and wellness
- Medical tests
- Surgical and other treatment procedures
- Prescription and over-the-counter medicines and nutritional supplements
- Self-help and support groups

With the Healthwise Knowledgebase you can take quick tests:
- How Does Smoking Impact Your Lifespan?
- Is Your Weight Increasing Your Health Risk?
- How Many Calories Did You Burn?
- Which Immunizations Does Your Child Need?
- Which Health Screenings Do You Need?
- What is Your Due Date?
- What is Your Stress Level?
- Are You Depressed?
- Do You Have a Substance Abuse Problem?
- Do You Have a Drinking Problem?
- Diabetes Personal Health Decisions (from American Diabetes Association)

In addition, by connecting to our online Formulary (a list of the prescription medications NHP covers), through the Healthwise Knowledgebase, you can search for medications by name (including over the counter medications) to find their copayment “tier,” any potential coverage limitations, and lots of information, such as:

- What is the most important information I should know about the medication?
- What should I talk about with my doctor before taking this medication?
- How should I take the medication?
- What happens if I miss a dose?
- What are the possible side effects of this medication?

**The Smart Neighbor Database**

NHP keeps an updated list of area programs, services, and resources for those with low income, elders, the disabled, those with HIV/AIDS, immigrants, children with special healthcare needs and more. You can search the database by population served, region, and services provided. You can use the Smart Neighbor database on our website by clicking on “Your Benefits” then “Member Programs” and then “Social Care Management.”
Value-Added Services

Eye Care/Exams

Routine exams are covered for all members (frequency limits may apply—check your plan info). MassHealth members have coverage for eyeglasses, contact lenses and other visual aids directly through MassHealth, with the exception of the Essential Benefit Plan. Commonwealth Care members have their vision care benefit managed by OptumHealth.

Free Health Care Books

It’s hard enough when you or a loved one are not feeling well or are in pain. It’s even harder to figure out on your own what may be wrong, what you can do to help, and when it’s time to go see a doctor. That’s why NHP is pleased to offer a selection of health care reference books to its members, including the Healthwise® Handbook, a complete home medical reference manual published by Healthwise, the industry leader in self-care resources. The Healthwise Handbook has information on over 200 common health problems. You’ll also find useful chapters on how you can stay healthy, better manage a chronic illness, what to do for first aid and emergencies—and what you can do to receive better care and lower your health care costs.
NHP also offers the “What To Do” series of books. Each book is a complete reference manual covering the topics of child care, teen health, and prenatal and postpartum care. To receive your copy of any book we offer, just fill out and return the postage-paid offer card included in your member kit. You can also call the NHP Member Service Center to ask for any of the books. Information contained in any of our health education books is meant to inform members and in no way replaces care that should be discussed with your doctor. Always talk with your doctor if you have any questions about your medical care.

**Safe Beginnings for Your Child**

As an NHP member, you can receive a 15% discount on select Safe Beginnings products, including a variety of child-proofing products, infant and toddler items, and home safety basics. A Safe Beginnings representative may also be available to come to your home to prepare a home safety evaluation, and then, if you’d like, install any of their safety items in your home. The cost of a home safety evaluation and the home installation fee is based on an hourly rate.

To receive your member benefit from Safe Beginnings call 800-598-8911. Be sure to mention that you are an NHP member. You can also visit www.safebeginnings.com. During checkout, enter your NHP member code (NHPW) under “Group.” This entitles you to a 15% discount. Some exclusions may apply and are noted along with the product information. This discount cannot be combined with any other offer and is not valid on prior purchases.
Bike Helmets

Bike helmets save lives and help prevent injuries for toddlers, children and adults. When you buy safety helmets for toddlers, children and adults, NHP will reimburse 50% of the purchase price of one new helmet, per member, per benefit year up to a $15.00 reimbursement.

How to obtain reimbursement for bike helmets:

- Download and fill out the NHP Bike Helmet Reimbursement Form from www.nhp.org.
- Attach dated and original receipt(s) to the form.
- Mail completed form to:
  Neighborhood Health Plan
  Attention: Claims
  253 Summer Street
  Boston, MA 02210
- Don’t forget to keep a copy for your records.