



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

To: NH Medicaid Enrolled Community Mental Health Centers
From: NH Division of Medicaid Services
Date: January 2, 2024
Subject: Verification of Eligibility of Members

The New Hampshire Department of Health and Human Services (DHHS) is issuing this notice to inform you that Medicaid members in an IMD appear to providers as ineligible for Medicaid in the eligibility verification tool in the MMIS. DHHS is working on a program update to the MMIS so that members in an IMD will show as Medicaid eligible. This program update will be completed in March 2024 and DHHS will notify providers when the MMIS update is completed.

Until this time, providers should call the NH Medicaid provider call center at (603) 223-4774 or (866) 291-1674 and speak with a call center representative to verify the member's eligibility status for any member currently under the care of an IMD.

Additionally, providers can be granted access to NH Easy, the NH member eligibility platform, to review eligibility information on behalf of the member's they serve. To gain access to NH Easy on behalf of the member, please complete and return the attached forms, linked below, according to the instructions outlined on each document.

- [NH Easy Provider Enrollment](#)
- [Client Consent to Grant NH Easy Access](#)

If there are any questions on this notice, please contact the Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Thank you,

NH Medicaid Provider Relations