

Reference Guide to Understanding Your Health Employee and Retiree Health Benefit Program Assistance

The State of New Hampshire has contracts with the following benefits administrators, to provide claims payment and customer assistance services. Each of these companies has a toll-free number staffed with State of NH-dedicated customer service representatives who are familiar with the details of our coverage.



Medical Benefits Administrator

SoNH Employee Dedicated Service Unit
Mon – Thurs: 8 am – 8 pm; Fri: 8 am – 5 pm
1-800-933-8415

E-mail: StateofNH@anthem.com

Website: www.anthem.com

- For medical benefits and claims questions.
- Log on to access the Health Assessment Tool (HAT)
- To locate the **Better Health Digital Coaching Program**.

Additional Anthem Resource:
24/7 Nurse Line: 1-800-544-1901

Employee Benefit Management Inc. (EBM) Voluntary Benefits Administrator

1-888-269-2744

E-mail: info@ebmi.net

- For questions related to enrollment or eligibility for Accidental, Critical Illness & Short Term Disability Insurance

FSA/HRA: EBM Partner

1-888-227-9745



E-mail: flexiblebenefits@combinedservices.com

Website: www.combinedservices.com

- For questions about your Medical/Dependent Care Flexible Spending Account (FSA), Health Reimbursement Arrangement (HRA) Benefit Debit Cards



Collect \$ incentives for receiving medical services by a cost effective provider.

Check it out online at www.compassmartshopper.com or call 1-800-824-9127



Pharmacy Benefits Administrator

1-800-527-5001

E-mail: SONH@nhlgc.org

- For prescription drug benefit eligibility & benefit questions
- For vision discount program eligibility & benefits questions
- Tobacco Cessation medications are now covered. Contact LGC to find out more information.



Pharmacy: LGC Partner

1-888-726-1630

Website: www.caremark.com

- For questions about prescription drug mail order and claims



Eyewear: LGC Partner

1-866-559-5252

Website: www.eyemedvisioncare.com

- For a list of vision discount program participating providers



Dental Administrator

1-800-832-5700

E-mail: nedelta@nedelta.com

Website: www.nedelta.com

- For dental benefit eligibility & benefit questions

Additional Resources:

SoNH Employee Assistance Program

603-271-4336 or

1-800-852-3345, ext. 4336



Email: www.dhhs.nh.gov/hr/eap/contact.htm

Website: www.dhhs.nh.gov/hr/eap/

NH Department of Health and Human Services

Website: www.dhhs.nh.gov/

Division of Public Health Services:

<http://www.dhhs.nh.gov/dphs/>

SoNH Employee Wellness Program

Website: <http://admin.state.nh.us/wellness/>



- For a complete overview of your wellness related benefits, including gym membership, tobacco cessation and other health education opportunities
- For additional resources visit the *Employee's & Family Page* and find [your agency's Wellness Coordinator](#).
- Walking Routes, Healthy Eating, Active Living ideas and more...

Who Else Can I Call for Assistance?

You should contact one of the above benefits administrators for assistance *first*. If you are unable to obtain a satisfactory answer or resolution to your inquiry or problem, you should contact your state agency HR office. Staff there may be able to assist you. If they cannot, they can contact the Division or Personnel for further assistance on your behalf. The Division of Personnel has staff that is trained in the specifics of the State's coverage eligibility rules and benefit plans. If you do not wish to have HR staff assist, you may contact the Division of Personnel yourself.

Contacts for the Division of Personnel are as follows:

If you are an active state employee, contact Tina Hussey at 271-2839 or e-mail Christina.A.Hussey@nh.gov

If you are a retired state employee, contact Judy Shevlin at 271-1432 or e-mail Judy.Shevlin@nh.gov



Your Medical Benefit Program Explanation of Your Wellness Benefits

- **HEALTH EQUIPMENT REIMBURSEMENT**- State of New Hampshire HMO members are eligible to receive reimbursement for up to \$200 per subscriber contract per calendar year (January 1 – December 31) for the purchase of one piece of home exercise equipment that provides a cardiovascular/muscular total body workout. Equipment must be new and purchased at a retail store. POS members are not eligible for this benefit.
 - The following pieces of equipment are eligible for reimbursement: Treadmills, Stationary Cycles, Bike Stands (*to convert road bike to stationary cycle*), Stair Climbing Machines, Elliptical Machines, Rowing Machines, Cross-country Ski Machines, Air Walkers, Home Gyms, Total Body Weight Resistance Machines
 - The following pieces of exercise equipment are not eligible for reimbursement: Muscle-specific resistance equipment such as abdominal rollers, thigh or buttocks machines; exercise videos or mats; outdoor recreational equipment such as golf clubs, bicycles, game balls, skates, skis, tennis racquets, or rollerblades; exercise clothing or shoes and any used equipment.

Please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415 to confirm coverage for a specific piece of equipment.

- **GYM/FITNESS FACILITY REIMBURSEMENT**- State of New Hampshire HMO members are eligible for up to \$450 per subscriber contract per calendar year (January 1-December 31) that have not already taken advantage of the \$200 equipment reimbursement benefit (explained above) within the same calendar year. POS members are not eligible for this benefit.

For employees that join an Anthem approved fitness facility, the facility will directly bill Anthem monthly for your membership dues up to \$450 for the months that you *actively participate. You are responsible for any other fees, including joining fees and fees beyond the \$450 calendar year benefit.

*Anthem will pay your monthly membership fee if you actively participate. This means you must visit the facility no less than 8 times per month to avoid being billed directly by the facility.

For subscribers who choose not to use the gym/fitness facility reimbursement benefit, they can transfer this benefit to another family member who is enrolled on their policy. Please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415 to request your benefit be transferred.

- **Kickboxing and other fitness activities**- As long as the facility is on Anthem's Approved Fitness Facilities List, HMO employees are eligible for the \$450 per year for membership dues under the gym/fitness facility reimbursement benefit as long as they continue to actively participate (8 times per month).
- **CHERP**- Community Health Education Reimbursement Program- (HMO & POS) – Employees that participate in an Anthem approved class (see the CHERP list) are eligible for reimbursement up to \$150, per family per calendar year.
http://admin.state.nh.us/hr/documents/anthem_cchep.pdf
- **YOGA**- You will notice that Yoga appears on both lists, approved Fitness Facilities and CHERP. What does this mean? Two things:
 1. It means that an HMO or POS employee that would like to try out a yoga facility or attend one of their special classes that run for a short period, can submit a receipt and a CHERP form and be reimbursed up to \$150 for the class (per calendar year).
 2. It also means that HMO employees can join an Anthem approved Yoga facility and attend their classes as often as they would like but no less than 8 times per month. You must attend 8 times per month to remain eligible for the benefit. Just like the Gym reimbursement.

Note: HMO employees married to other HMO state employee's- both employees are eligible for either the \$200 health equipment reimbursement or \$450 per calendar year gym/fitness facility reimbursement along with the CHERP as outlined above. Please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415 to advise them that your spouse is also a state employee.

Important Fact: ALL of these benefits are taxable benefits.

For further assistance, please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415.

Find the forms and more information here: <http://admin.state.nh.us/hr/formsH&D.html>