

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
- For assistance with logging on to Anthem.com to use the Health Assessment Tool (HAT).

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

1-888-249-9966



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



Pharmacy Benefits Administrator

1-800-527-5001

E-mail: SONH@nhlgc.org

Local Government Center

- For prescription drug benefit eligibility & benefit questions
- For vision discount program eligibility & benefits questions



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

Vision Discount Program 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:

EmployeeAssistanceProgram\administration\hazen\DHHS@DHHS.com *or*

<http://www.dhhs.nh.gov/DHHS/EAP/>

Website: <http://www.dhhs.nh.gov/DHHS/EAP/>



NH DHHS Nutrition & Health Promotion

603-271-4551 or

1-800-852-3310, ext. 4551

Email: healthylifestyles@dhhs.state.nh.us

Website: <http://www.dhhs.nh.gov/DHHS/NHP>



SoNH Employee Wellness Program

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

- For additional resources visit the Wellness Website's *Resources Page* to see a list and find your agency's Wellness Coordinator.



Who Do 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 of 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