AmeriHealth Caritas New Hampshire

Addendum to the Member Handbook

Effective September 1, 2026

This is important information on how your coverage has changed, effective September 1, 2026, from that described in your earlier version of the AmeriHealth Caritas New Hampshire Member Handbook. You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

We previously sent you a Member Handbook that includes information about your coverage. This notice is to let you know there are changes in your Member Handbook. Below you will find information describing these changes. Please keep this information for your reference. The Member Handbook can be found at **www.amerihealthcaritasnh.com/handbook**. If you need a physical copy of the Member Handbook or this Addendum to the Member Handbook, please call Member Services to have a copy mailed to you at no cost.

If you have any questions, call Member Services at **1-833-704-1177** (**TTY 1-855-534-6730**) **24 hours a day, seven days a week**.

Changes to your Member Handbook:

Where you can find the changes in your Member Handbook *Pages 47 and 51, under Section 4.2 (Benefits Chart)*	
New information:	**Note:** Observation stays longer than 24 hours and meeting medical necessity requirements will be covered as an inpatient service. If the observation stay is less than 24 hours it will fall under Outpatient Hospital Services.
What does this mean to you?	Previously, observation stays at a hospital were covered as “Outpatient” if they were under 48 hours. Now Observation stays at a hospital will be covered as “Inpatient” if they go over 24 hours.
Where you can find the changes in your Member Handbook *Page 65, under Section 4.3 (Extra benefits provided by the plan)*	
Original information:	**$50** Notify us of your pregnancy in the second or third trimester or after the first 30 days of plan enrollment. **$70** Notify us of your pregnancy in the first trimester or within 30 days of plan enrollment.
New or corrected information:	**$50** Enroll in the Bright Start pregnancy program and complete an assessment with a care manager after the first 30 days of plan enrollment or in the second or third trimester.

	$70 Enroll in the Bright Start pregnancy program and complete an assessment with a care manager within the first 30 days of plan enrollment or in the first trimester.
What does this mean to you?	To earn the reward, pregnant members must complete an assessment with a Care Manager within the specified time. Call Member services at **1-833-704-1177** (**TTY 1-855-534-6730**) to be enrolled with Care Management.
Where you can find the changes in your Member Handbook On page 65, under Section 4.3 *(Extra benefits provided by the plan)*	
New information	**Download the OTC app today!** ✓ View your available balance. ✓ Find preferred retailers or shop online. ✓ Scan items in store to check eligibility.
What does this mean to you?	If you download the OTC app you can now shop online at CVS, scan items to see if you can buy them with your Care Card and check your available balance on the app.
Where you can find the changes in your Member Handbook *Page 65, under Section 4.3 (Extra benefits provided by the plan)*	
Original information:	$25 When members ages 12 – 18 download the NextStep Goodlife mobile app and have a parent or guardian notify us through the secure contact form at **www.amerihealthcaritasnh.com**
New or corrected information:	This Care Card reward has been removed.
What does this mean to you?	This Care Card reward is no longer available to earn.

Where you can find the changes in your Member Handbook *Page 65, under Section 4.3 (Extra benefits provided by the plan)*	
Original information:	**Well-child visit raffles** — Members ages 2 –16 are automatically entered into a raffle for a chance to win a bike helmet ($35 value*) when they attend their yearly well visit. Members ages 12 – 17 are automatically entered into a raffle for a chance to win a $120 Adidas gift card* when they attend their yearly well visit.

New or corrected information:	**AmeriYou with AmeriHealth Caritas Guide** Get access to a real person right here in New Hampshire who listens and cares. Get help finding what you need — from diapers for newborns to help with utility bills for adults. Get help completing forms, using benefits, and finding resources to help with work requirements.
What does this mean to you?	Completing a child well visit will no longer enter you into a raffle for a bike helmet or gift card, however you can still earn Care Card rewards for each child that completes an annual check-up each year. Visit www.amerihealthcaritasnh.com/carecard to learn more. Additionally, we are introducing AmeriYou with AmeriHealth Caritas Guide. Real people right here in New Hampshire who listen and care. Providing connections to what you need, from diapers for newborns, to help with utility bills for adults. Get help completing forms, using benefits, and finding resources to help with work requirements. And much more!

Where you can find the changes in your Member Handbook *Page 66, under Section 4.3 (Extra benefits provided by the plan)*	
Original information:	**Flexible benefit to support recovery** — Members who have completed a non-hospital substance use disorder residential treatment program may receive the following services (valued up to a lifetime maximum of $500): ○ Chiropractic, acupuncture, and massage therapy available at the residential facility or other in-network provider. ○ Home delivered meals ○ Transportation benefits for a family visit at the inpatient treatment facility and to access recovery services in the community.
New or corrected information:	**Flexible benefit to support recovery** — Members who have completed a non-hospital substance use disorder residential treatment program may receive the following services (valued up to a lifetime maximum of $500): ○ Chiropractic and acupuncture therapy is available at the residential facility or other in-network provider. ○ Home delivered meals ○ Transportation benefits for a family visit at the inpatient treatment facility and to access recovery services in the community.

What does this mean to you?	Massage is no longer available through the Flexible benefit to support recovery. However, a massage benefit is still available through Living Beyond Pain for those with chronic pain enrolled in Care Management.
Where you can find the changes in your Member Handbook *Page 77, under Section 6.2 (Getting plan authorization for certain services)*	
Original information:	**For all other prior authorization decisions by AmeriHealth Caritas New Hampshire,** **the following conditions apply:** **• The plan's prior authorization decision shall be made within a reasonable time period appropriate to your medical circumstances but shall not exceed 14 calendar days of receipt of an authorization request.** **• An extension of up to 14 calendar days is available for non-diagnostic radiology decisions if you or your authorized representative request an extension, or the plan justifies a need for additional information. If the extension is necessary due to failure of you or your authorized representative to provide sufficient information for the plan's decision, you or your authorized representative have at least 45 calendar days from receipt of the notice to provide the specified information to the plan.** **○ When AmeriHealth Caritas New Hampshire extends the time frame, the plan will provide written notice of the reasons for the extension decision and advise of your right to file a grievance if you disagree with our decision. For help with filing a grievance, refer to Section 10.7 *(How to file a grievance and what to expect after you file).*** **• Thereafter the plan's decision shall be made as soon as possible, but not later than 14 calendar days after the earlier of:** **○ The plan's receipt of specific additional information.** **○ The end of the period afforded you or your authorized representative to provide the additional specified information.** **• If you disagree with the plan's adverse prior authorization decision, refer to Section 10.1 *(About the appeals process).***
New or corrected information:	**For all other prior authorization decisions by AmeriHealth Caritas New Hampshire,** **the following conditions apply:**

	• The plan's prior authorization decision shall be made within a reasonable time period appropriate to your medical circumstances but shall not exceed 7 calendar days of receipt of an authorization request. **• An extension of up to 14 calendar days is available for non-diagnostic radiology decisions if you or your authorized representative request an extension, or the plan justifies a need for additional information. If the extension is necessary due to failure of you or your authorized representative to provide sufficient information for the plan's decision, you or your authorized representative have at least 45 calendar days from receipt of the notice to provide the specified information to the plan.** **○ When AmeriHealth Caritas New Hampshire extends the time frame, the plan will provide written notice of the reasons for the extension decision, and advise of your right to file a grievance if you disagree with our decision. For help with filing a grievance, refer to Section 10.7 *(How to file a grievance and what to expect after you file).*** **• Thereafter the plan's decision shall be made as soon as possible, but not later than 7 calendar days after the earlier of:** **○ The plan's receipt of specific additional information.** **○ The end of the period afforded you or your authorized representative to provide the additional specified information.** **• If you disagree with the plan's adverse prior authorization decision, refer to Section 10.1 *(About the appeals process).***
What does this mean to you?	AmeriHealth Caritas New Hampshire's prior authorization decision shall be made within a reasonable time period but shall not exceed 7 calendar days of our receipt of a prior authorization request from your medical provider. This timeframe has been lowered from 14 days, meaning we will have a decision made in less time.