

Reference Guide to Health and Well-Being Partners 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
1-800-933-8415 Mon – Thurs: 8AM – 8PM; Fri: 8AM – 5PM
E-mail: StateofNH@anthem.com
Website: www.anthem.com

- For medical benefits and claims questions
- Log on to access the Healthy Lifestyles and Health Rewards Programs and Health Assessment Tool (HAT)

Additional Anthem Resource:

Condition Care, Future Moms, NurseLine, livehealthonline.org,

The Allumbaugh Agency Voluntary Benefits Administrator

Toll-Free: 1-888-901-3727
Fax: 207-623-1415

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

Flexible Spending/Health Reimbursement Arrangement

ASIFlex

Phone: 1-800-659-3035

E-mail: asi@asiflex.com

Website: www.asiflex.com



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



Earn cash incentives for receiving medical services by a cost effective provider. Check it out online at www.vitalssmartshopper.com or call 1-800-824-9127

Additional Resources:

SoNH Employee Assistance Program

1-603-271-4336 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: <https://das.nh.gov/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
- For a list of Agency Wellness Coordinators
- Walking Routes, Healthy Eating, Active Living, tobacco cessation, wellness benefits, and more...



Dental Administrator

1-800-832-5700

E-mail: nedelta@nedelta.com

Website: www.nedelta.com

- For dental benefit eligibility & benefit questions
- For vision discount program eligibility & benefits



Eyewear: Delta Dental Partner

1-866-246-9041

Vision Discount Program

Website:

<https://www.eyemedvisioncare.com/deltadental/public/index.emvc>

- For a list of vision discount program participating providers



EXPRESS SCRIPTS®

Pharmacy Benefits Administrator

1-866-544-1798, 24 hours a day, 7 days a week

Website: www.express-scripts.com/stateofnewhampshire

- For prescription drug benefit eligibility & benefit questions
- Tobacco Cessation medications information
- Prescription drug mail order and claims questions

Who Else Can I Call for Assistance? You should first contact one of the above benefits administrators for assistance. If you are unable to obtain a satisfactory answer or resolution to your inquiry or problem, you should contact your state agency Human Resource office to assist you. If they cannot, they can contact Risk Management for further assistance on your behalf. The Risk Management Unit has staff that are trained in the specifics of the State's coverage eligibility rules and benefit plans.

Contacts for the Risk Management Unit: If you are an **active** state employee, contact Tina Hussey at 271-2839 or e-mail Tina.Hussey@nh.gov. If you are a **retired** state employee, contact Judy Shevlin at 271-1432 or e-mail Judy.Shevlin@nh.gov.