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.

Anthem
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.

Medical Benefits Administrator

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

Additional Resources:

- SoNH Employee Assistance Program
  Phone: 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…

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.