

Commitment to Communication

From your Provider Relations Team



2 Executive Park Drive
Bedford, NH 03110




August 10, 2023

Dear Provider,

Thank you for being a participating provider with Ambetter from NH Healthy Families and Ambetter Virtual Access. We'd like to update you on some important information regarding our Ambetter Virtual Access members' telehealth coverage.

Babylon Health's telehealth services are no longer available as of August 7, 2023. **Due to this change, you may receive new requests for both virtual and in-person services from Ambetter Virtual Access members as you are currently in our network.**

As always, please verify each member's eligibility, benefits, and referral requirements before rendering care. An example of an Ambetter Virtual Access member ID card is below:

 FROM  nh healthy families.		INSURED Under the Jurisdiction of the New Hampshire Insurance Commissioner
Subscriber: [Jane Doe] Member: [John Doe]	Policy #: [XXXXXXXXXX] Member ID #: [XXXXXXXXXXXXXX] Effective Date: [00/00/00]	
VIRTUAL ACCESS  Babylon Virtual Access App Access Code: AVANH	Ambetterhealth.com/copays PCP: [\$0 Virtual/\$10 In-person copay after [\$600] ded.] Specialist: [\$25 coin. after [\$600] ded.] Rx (Generic/Brand): [\$5/\$25 after [\$600] Rx ded.] Urgent Care: [20% coin. after [\$600] ded.] ER: [\$250 copay after [\$600] ded.] Max Out-of-Pocket: [\$25,000]	
	Plan: [Plan name] [Line 2 if needed] [Network Name] Network Coverage Only	RXBIN: 004336 RXPCN: ADV RXGROUP: RX5452
REFERRAL FROM PCP REQUIRED FOR SPECIALIST		

We value your continued partnership with Ambetter. Please contact Provider Services at 1-844-265-1278 with any questions.

Sincerely,
Ambetter from NH Healthy Families

1-844-265-1278

TDD/TTY: 1-855-742-0123

Ambetter.NHhealthyfamilies.com