

Deliverable for:
1-800 Number
6.2 Train Staff

New Hampshire
Balancing Incentive Program

Submission
April 1, 2013

NH Balancing Incentive Program

1-800 Number

6.2 Train Staff on answering phones, providing information, and conducting Level 1 Screen

NH Department of Health and Human Services is currently in the contract approval process for a Project Management Entity (PME). Approval of the contract by Governor and Executive council is expected on April 17th, 2013.

During the contracting process, the DHHS has convened internal brainstorming sessions focusing on the elements of the No Wrong Door infrastructure, including the 1-800 number. These sessions have included reviews of currently operating numbers in the state and the pros and cons of each. We have identified a list of priority 1-800 elements with the goal of including them in the NWD infrastructure. Also discussed was the integration of the 1-800 number into currently existing resources.

As a next step, we will solicit the input of our external stakeholders in order to develop a parallel 1-800 priority list. The input from both groups will ultimately be discussed and further refined in a joint internal/external stakeholder workgroup.

Once approved, the PME will begin the contracting of the 1-800 number and training of staff based on the priority elements outlined by the joint NWD workgroup.