



Connect Care Choice Community Partners

Better Care. Better Life. Improving health through coordinated care.

What is Connect Care Choice *Community Partners*?

Connect Care Choice *Community Partners* is a new program that's available for eligible individuals who need extra help to be able to live independently at home or in the community. With Connect Care Choice *Community Partners*, individuals can receive improved coordination between their health care services and their long-term services and supports (LTSS). There's even help after a hospital or nursing home stay when returning home. Care managers and/or peer navigators can help ease the transition to home and help set up additional services and supports if needed.

Who's eligible?

Rhode Islanders, age 21 or older, who have:

- Medicare and Medicaid coverage or
- Medicaid coverage due to a disability or chronic condition and receive long-term services and supports

Individuals may live at home, in the community (assisted living or group home), or in a nursing home.

Will a person's Medicare benefits change?

No. If members have Medicare, Medicare Advantage, or Medicare Part D Prescription Drug coverage, these services will not change.

What are Long-Term Services and Supports?

Long-Term Services and Supports include home and community based services and nursing home care. Home and Community Based Services include: homemaker services, Certified Nursing Assistant (CNA) services, personal care, environmental home modifications, special medical equipment, Meals on Wheels, Personal Emergency Response Systems, case management, Senior Companion, Assisted Living, respite, minor assistance devices, the Personal Choice Program, and RIt@Home.

Are Adult Day Services considered a Medicaid covered service?

Yes, Adult Day Services are covered by Medicaid.

Does a person have to enroll in one of these new programs- Rhody Health Options or Connect Care Choice *Community Partners*?

No. Enrollment is voluntary but individuals may benefit from enrolling in one of the new programs. If an individual decides not to enroll they will have to call the Enrollment Help Line and "opt-out" of the program that has been selected for them. They could also decide to remain in Medicaid Fee-For-Service (what they currently have) but would have to call the Help Line to select this choice.

When will enrollment start?

Enrollment started on November 1, 2013. Eligible individuals will receive an enrollment letter and FAQ in the mail. They will have approximately 4 weeks to make an enrollment choice. The Enrollment Help Line can assist members with enrollment questions.

Will members have to pay more if they choose Connect Care Choice *Community Partners*?

No, a person’s payment (patient share) will not change.

Can individuals keep their current doctor and specialists?

Yes, in most cases, members can keep the doctors they currently have.

What if a person gets personal care (or other home and community-based services)? Will that change?

All the Medicaid services that a person currently receives will continue after enrollment in Connect Care Choice *Community Partners* until services are re-authorized by state staff. The services that are authorized are based on an individual’s needs, so everyone’s services and how much they receive may be different.

Can a member switch to a health plan after they enroll in CCCC?

Yes, members can switch later if they would like to. Enrollment changes occur on a monthly basis.

Will members get new ID cards in Connect Care Choice *Community Partners*?

No. Members will continue to use their Medicaid ID card (white card with anchor on it). They should continue to use their other health insurance ID cards as well (Medicare and Part D Prescription Drug Program cards).

What if a person receives behavioral health services (mental health/ substance abuse)? Will they still get those services?

Yes, all behavioral health services (mental health/ substance abuse) received through a Community Mental Health Center or BHDDH licensed provider will continue.

What doctors participate in Connect Care Choice *Community Partners*?

There are 17 primary care practices (doctors’ offices) that participate in the Connect Care Choice *Community Partners* Program. They include:

Name	Locations
Anchor Medical Associates	Providence, Warwick, Lincoln
Aquidneck Medical Associates	Newport, Portsmouth
Blackstone Valley Community Health Care	Pawtucket, Central Falls
Coastal Medical Inc.	Providence, East Providence, Warwick Cranston, Greenville, Lincoln, Middletown, Pawtucket, Wakefield, Scituate

Cranston Comprehensive Community Action
East Bay Community Action Program
Immunology Clinic at Miriam Hospital
Memorial Hospital Center for Primary Care
Miriam Hospital Primary Care Clinic
Rhode Island Hospital Ambulatory Clinic
Providence Health Centers
Thundermist Health Center
Tri-Town Community Action Program
St. Joseph's Ambulatory Clinic
University Medical Group
Roger Williams Ambulatory Clinic
University Medicine Foundation-
Governor St. Primary Care Center

Cranston
East Providence, Newport
Providence
Pawtucket
Providence
Providence
Providence
Woonsocket, W. Warwick, S. County
Johnston
Providence
Providence, Cranston, Lincoln
Providence
Providence

*Hillside Family Medicine is now part of Coastal Medicine.

For More Information

Call the Enrollment Help Line at (401) 784-8877 Monday – Friday 8:00 am – 3:30 pm
or check www.eohhs.ri.gov (see “Integrated Care”)

Connect Care Choice Community Partners
Member Services: 1-855-654-4067 (toll-free)