

## **FREQUENTLY ASKED QUESTIONS ABOUT ENROLLMENT IN RITE CARE FOR CHILDREN WITH SPECIAL HEALTH CARE NEEDS**

The Department of Human Services will enroll children with special health care needs who are eligible for Medical Assistance into a participating Rite Care Health Plan. There are two participating health plans that offer Care Management Programs for children: UnitedHealthcare of New England (UHCNE) and Neighborhood Health Plan of Rhode Island (NHPRI).

**1. Who is eligible and required to enroll in the Rite Care Health Plans' Care Management Program?**

Children who have Medical Assistance coverage and who-

- are under age 21
- are eligible for Medical Assistance due to their eligibility for Katie Beckett, SSI, or Adoption Subsidy
- live in Rhode Island
- are not covered by other health insurance
- do not live in an institutional long-term care facility

**2. Will my child get any additional services by enrolling in a health plan?**

Your child will receive the same covered services he or she would have in Medical Assistance. However, the health plan offers help with care coordination, finding services your child may need and provides information on covered services.

**3. How do I make sure the health plan has the providers (primary care doctors, specialists, durable medical equipment, etc.) that my child may need?**

Both health plans, UnitedHealthcare and Neighborhood Health Plan, have large networks of providers. Call your child's doctor and/or other specialists that your child currently receives services from and ask if they accept Neighborhood Health Plan or UnitedHealthcare.

**4. What if a member of my family is currently enrolled in Rite Care through UnitedHealthcare or Neighborhood Health Plan?**

If so, your child will be offered enrollment into that health plan. All family members enrolled in Rite Care must be enrolled in the same health plan. If you request that your child is enrolled in the other health plan, all family members that are eligible for Rite Care would have to switch to that health plan.

**5. How will the enrollment process work?**

Your child's health plan will send you information on covered benefits and a new health plan ID card for your child (and other family members, if eligible).

**6. Can I change Health Plans?**

Yes. You and your child can switch health plans during the first 90 days. After that date you will be "locked in" to your health plan choice for one year, and may only switch plans during Open Enrollment or for "good cause". If you want to request a plan change after the initial 90-day period in a health plan, you should contact your health plan.

**7. What will happen next?**

Within the first few weeks of enrollment, your child's health plan will contact you to discuss your child's current treatment plan and other needs.

8. **What are IN-PLAN benefits?**  
IN-PLAN benefits are services covered by the health plan. Examples include: doctor's office visits (primary care and specialists), prescription drugs, lab and other diagnostic tests, hospital care, etc.
9. **What are OUT-OF-PLAN benefits?**  
OUT-OF-PLAN benefits are services that are covered through the RI Medical Assistance Program. For example, CEDARR Direct Services are an out-of-plan benefit for children under age 21 who have Medical Assistance coverage.
10. **What if my child receives CEDARR Direct Services like PASS, HBTS, and Kids Connect?**  
These services will not be interrupted when your child is enrolled in a health plan. These services are out-of-plan, but your care manager at the health plan will coordinate with the provider to get your child all the services he/she needs.
11. **Is enrollment in a health plan (for my child) mandatory?**  
Yes. The Medicaid Reform Act of 2008 requires your child to enroll in a participating RItE Care health plan
12. **What if I get health insurance coverage through my employer?**  
If you get health insurance coverage through your employer and the policy includes your child, please call us at (401) 462-5300, to report this change in coverage. If your child has other comprehensive insurance coverage, they are not eligible to enroll in a RItE Care health plan.
13. **How will my child access dental care?**

If your child was born on or after May 1, 2000 and does not have other dental insurance, he or she will receive a UnitedHealthcare Dental-RItE Smiles ID card, regardless of what health plan your child is in. Use this card for dental services for your child.

If your child was born before May 1, 2000, use your child's white Medical Assistance card when you go to the dentist. Be sure to call first to make sure the dentist accepts Medical Assistance coverage.

***For more information:***

**DHS Info Line (401) 462-5300**

**Health Plan Customer Service:**

UnitedHealthcare of New England **401-732-7119**  
 Neighborhood Health Plan of Rhode Island **800-459-6019**

***For more information, you can also call the Resource Center at the RI Parent Information Network at 401-727-4144 or toll-free at 1-800-464-339***