

Appendix I
Referral Contact List

Primary Contact Numbers for *Neighborhood INTEGRITY*

Name	Phone numbers	Hours	Reason to Call
Medicare-Medicaid Plan (MMP) Enrollment Line	1-844-602-3469 (TTY 711)	Mon – Fri 8:30 am – 7:00 pm Sat 9:00 am – 12 noon	Primary phone line for enrolling in and opting-out of <i>Neighborhood INTEGRITY</i>
Neighborhood INTEGRITY https://www.nhpri.org/Medicare-Medicaid.aspx	1-844-812-6896 (TTY 711)	8:00 am – 8:00 pm, Monday – Friday; Sat. 8 am - 12 noon	Member Services: Info on Neighborhood INTEGRITY providers, covered benefits, drug formulary, etc.
The POINT/SHIP Counselors	(401) 462-4444	Mon, Wed, Fri 8:30 am – 4:00 pm Tues, Thurs 8:30 am – 8:00 pm Sat 8:30 am -12 noon	In-person options counseling.
RIPIN Healthcare Advocate (ICI Ombudsman)	1-855-747-3224 (TTY 711)	Mon- Fri 8:00 am – 5:00 pm, with extended hours on Thurs until 7:00 pm	Help for applicants/enrollees on their rights and responsibilities, resolving complaints, appeals process, advocacy
Medicare	1-800-MEDICARE	24 hours/day, 7 days/week	Info on Original Medicare, Medicare Advantage, and Medicare Part D Plans

Secondary Contact Numbers

Name	Phone numbers	Hours	Reason to Call
Adult Managed Care Line (HPE Enrollment Line)	(401) 784-8877	8:00 am – 3:30 pm Mon - Fri	Enrollment line for individuals who want to switch from <i>Neighborhood UNITY</i> to <i>Medicaid FFS</i> or the reverse.
Neighborhood UNITY (Rhody Health Options)	1-855-996-4774 (TTY 711)	8:00 am - 6:00 pm Mon - Fri	Member Services: Info on Neighborhood UNITY providers, covered benefits, drug formulary, etc.
Alliance for Better Long Term Care (State of RI - LTC Ombudsman)	(401) 785-3340	9:00 am -5:00 pm Mon –Fri On weekends, contact kheren@alliancebltc.org	Advocates for elderly or disabled individuals who reside in Long Term Care Settings: Assisted Living, Nursing Homes, Homecare and Hospice

Name	Phone numbers	Hours	Service Provided
DHS Call Center	1-855-697-4347	8:30 am – 3:30 pm Mon - Fri	General Information on Medicaid programs, Change of address, income, etc. and for Medicaid eligibility
DHS Providence Office 206 Elmwood Ave, Providence, RI 02907	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Medicaid Eligibility
DHS Pawtucket Office 249 Roosevelt Ave, Pawtucket, RI 02860	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Medicaid Eligibility
DHS Warwick Office 195 Buttonwoods Ave, Warwick, RI 02886	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Medicaid Eligibility
DHS South County Office 4808 Tower Hill Road, Suite G1 Wakefield, RI 02879	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Medicaid Eligibility
DHS Newport Office 272 Valley Rd, Middletown, RI 02842	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Medicaid Eligibility
DHS Long Term Care- Cranston Building #55, Howard Ave, Cranston, RI 02920	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Eligibility for Medicaid LTC
DHS Long Term Care- Providence 206 Elmwood Ave, Providence, RI 02907	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Eligibility for Medicaid LTC
DHS Long Term Care- Woonsocket 450 Clinton St, Woonsocket, RI 02895	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Eligibility for Medicaid LTC
DHS Long Term Care- Newport 272 Valley Rd, Middletown, RI 02842	1-855-697-4347	8:30 am – 4:00 pm Mon - Fri	Eligibility for Medicaid LTC
HealthSource RI	1-855-840-4774	8:00 am-7:00 pm, Mon-Fri	Apply for Medicaid on RI's health insurance exchange; Can update address and account
SSA Office- Pavilion Plaza, 2168 Diamond Hill Rd, Woonsocket, RI 02895	(877) 229-3542	9 am – 4 pm Mon - Fri, except Wed 9 am- 12 noon	To change address for Medicare, SSI, or Social Security retirement www.ssa.gov
SSA Office- 380 Westminster St., Rm 318, Providence, RI 02903	(877) 402-0808	9 am – 4 pm Mon - Fri, except Wed 9 am- 12 noon	To change address for Medicare, SSI, or Social Security retirement www.ssa.gov

Name	Phone numbers	Hours	Service Provided
SSA Office- 4 Pleasant St., Pawtucket, RI 02860	(866) 931-7079	9 am – 4 pm Mon - Fri, except Wed 9 am- 12 noon	To change address for Medicare, SSI, or Social Security retirement www.ssa.gov
SSA Office- 30 Quaker Lane, 1st floor, Warwick, RI 02886	(866) 964-2038	9 am – 4 pm Mon - Fri, except Wed 9 am- 12 noon	To change address for Medicare, SSI, or Social Security retirement www.ssa.gov
SSA Office- 130 Bellevue Ave., 1 st floor Newport, RI 02840	(866) 253-5607	9 am – 4 pm Mon - Fri, except Wed 9 am- 12 noon	To change address for Medicare, SSI, or Social Security retirement www.ssa.gov
United Way/211	211	24 hours/day, 7 days/week	24/7 help line- social services, housing, etc.
SNAP Program	1-855-697-4347	8:30 am – 3:30 pm Mon - Fri	Supplemental Nutrition Assistance Program (SNAP), formerly called Food Stamps