



RI Executive Office of Health and Human Services
Medicaid Program

<Last 4 of MID#>
<Date>
<Name>
<Address>
<City>, <State> <ZIP>

Neighborhood INTEGRITY Coverage is Ending

Dear <Name>:

Your Neighborhood INTEGRITY health and prescription drug coverage will end on <date> because you are either living out-of-state or your whereabouts are unknown. To remain a member in Neighborhood INTEGRITY, you must live in Rhode Island, although you can temporarily leave the state for up to six (6) months in a row.

What To Do If This Information Is Wrong

If you think this information is wrong and you are still living in Rhode Island, please call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711) as soon as possible. Hours are: Monday – Friday, 8:00 am- 6:00 pm. The call is free.

You Still Have Medicare health and prescription drug coverage

Medicare is a federal program, so if you move to a different state, you need to update your address but you will still have Medicare coverage. When your Neighborhood INTEGRITY coverage ends, your prescription drug coverage through Neighborhood INTEGRITY will end too. You will get your Medicare health services through Original Medicare if you do not enroll in a Medicare health plan. When you see a doctor through Original Medicare, you should use your red, white, and blue Medicare card to receive health care services.

IMPORTANT: You need to choose a Medicare Part D Prescription Drug Plan

When Neighborhood INTEGRITY services end, Neighborhood INTEGRITY prescription drug coverage ends too. You can enroll in a Medicare health plan that includes prescription drug coverage or a Medicare Prescription Drug Plan. If you do not select a new prescription drug plan, Medicare will enroll you in one. To find out about Medicare plans in your area, call 1-800-633-4227 (1-800-MEDICARE), 24 hours a day, 7 days a week or visit www.Medicare.gov. TTY users should call 1-877-486-2048.

You Can Join a New Medicare Plan

You have the option to enroll in another Medicare health plan. If you have questions about Medicare plans in your area, visit www.Medicare.gov, or call toll-free number 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week. TTY user should call 1-877-486-2048. If you don't want health coverage through Original Medicare, you can join a new plan that serves the area where you now live.

You May Still Have Medicaid Coverage

You may need to reapply for a Medicaid to get Medicaid benefits. If you moved to another state, you should contact the local Medicaid office in your new state for more information about Medicaid enrollment there.

If you need help with coverage or filing an appeal, call the RIPIN Healthcare Advocate at 1-855-747-3224 (TTY 711), Monday – Friday 8:00 am – 5:00 pm, plus extended hours on Thursday until 7:00 pm. You can also email the RIPIN Healthcare Advocate at HealthcareAdvocate@ripin.org.

If you have moved, you must report your new address to the Social Security

Administration. Call Social Security at 1-800-772-1213 (Monday to Friday 7am – 7pm) to report your new address. TTY users should call 1-800-325-0778.

Appeals Rights and Deadlines

You have a right to a hearing if you disagree with a decision we have made. You have 30 days from the date you receive this letter to request an appeal. If you do not request an appeal, you may lose the right to a hearing. Please see the enclosed appeal form for complete instructions.

If you need help in person or to hand deliver your appeals form, please go to a local Rhode Island Department of Human Services (DHS) Office.

For more information, visit www.eohhs.ri.gov. **If you have questions,** call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday- Friday, 8:00 am – 6:00 pm. The call is free. You can get this information for free in other languages and formats, like large print, braille, and audio.

Para obtener más información, visite www.eohhs.ri.gov. **Si tiene preguntas,** llame al Medicare-Medicaid Plan Enrollment Line (número telefónico para inscripciones en plan Medicare-Medicaid) al 1-844-602-3469 (TTY 711), de lunes a viernes, de 8:00 a.m. a 6:00 p.m. La llamada es gratis. Puede obtener esta información gratuitamente en otros idiomas y formatos, como letra grande, braille y audio.

Para mais informações, visite www.eohhs.ri.gov. **Se tiver dúvidas**, ligue para a Linha de Inscrição do Plano de Medicare-Medicaid no número 1-844-602-3469 (TTY 711), de segunda a sexta-feira, das 8:00 às 18:00. A chamada é gratuita. Você pode obter estas informações gratuitamente em outros idiomas e formatos, como impressão grande, braile e áudio.

[Insert appeals form here]