HEALTH & HUMAN SERVICES

RI Executive Office of Health and Human Services Medicaid Program

<seq #=""></seq>	<notification id=""></notification>	<date></date>
<name></name>		<last 4="" digits="" member#="" of="" the=""></last>
<address></address>		
<city>, <stat< td=""><td>E> <zip></zip></td><td></td></stat<></city>	E> <zip></zip>	

Dear <Name>:

You applied to get health and drug coverage through Neighborhood INTEGRITY. You can't be enrolled in Neighborhood INTEGRITY at this time because of one or more of the following. Our records indicate:

- You do not have Medicare Part A, Part B, or Part D.
- You must be at least 21 years old to join Neighborhood INTEGRITY.
- You are on a Medicaid spend-down.
- You are not eligible for full Medicaid benefits.
- You do not live in Rhode Island.
- You are not lawfully present in the US.
- You are residing at Tavares, Eleanor Slater Hospital, or an out-of-state hospital.
- You get hospice services.
- You did not call us to give us the missing information we asked for by the requested date.
- Someone who is not your authorized representative asked that you join Neighborhood INTEGRITY. You or your authorized representative are the only ones who can ask that you join this plan.
- You have drug coverage through your job or your union. You told us you do not want to join Neighborhood INTEGRITY, or you did not call us to confirm you want to join.
- The beneficiary is deceased.
- The beneficiary is incarcerated.

Neighborhood INTEGRITY will send you a bill for any health services that were paid for you. Medicare doesn't pay for your hospital or medical bills if you're not lawfully present in the US or if you're incarcerated.

For More Information About This Letter

If you have questions or if you think we made a mistake, please 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.

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.

For questions about Medicare, please call 1-800- MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week or visit www.Medicare.gov TTY users should call 1-877-486-2048. For help with your Medicare enrollment choices, you can contact a State Health Insurance Program (SHIP) Counselor at (401) 462-4444 (TTY 711) Mon, Wed, Fri 8:30 am-4:00 pm; Tues, Thurs 8:30 am - 8:00 pm, and Sat 8:30 am - 12 noon.

Appeals Rights and Deadlines

You have a right to a hearing if you disagree with a decision we have made. You have thirty (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 <u>www.eohhs.ri.gov</u>. **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 <u>www.eohhs.ri.gov.</u> **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]