

# FACT SHEET

## Neighborhood INTEGRITY, Rhode Island's Medicare-Medicaid Plan

### Program Description

The Rhode Island Executive Office of Health and Human Services (EOHHS) in partnership with the federal Centers for Medicare & Medicaid Services (CMS) and Neighborhood Health Plan of Rhode Island (Neighborhood) launched a new innovative healthcare program that combines the benefits of Medicare and Medicaid into one plan. This new program, which is the second phase of the state's Integrated Care Initiative, is designed to improve care for some of the state's most vulnerable residents. The program, a Medicare-Medicaid Plan, is called **Neighborhood INTEGRITY**. It includes all covered services through one health plan, providing a single point of contact and care coordination for members.

Enrollment is voluntary. Members can disenroll on a monthly basis at any time if they are not satisfied.

### What are the Covered Benefits?

- Medicare services (Part A and B)
- Medicare Prescription Drugs (Part D)
- Medicaid services (including Long-Term Services and Supports for those who qualify)

Dental care and transportation are covered out-of-plan. Members will continue to use their white Medicaid "anchor" card to receive these services.

### Who's Eligible to Enroll?

- Rhode Island residents age 21 or older and
- who have full Medicare benefits (Part A, Part B & eligible for Part D) and full Medicaid benefits.

### When will enrollment start?

The program started on July 1, 2016. Enrollment was phased over several months beginning in June 2016. Eligible individuals will receive enrollment information in the mail. Copies of sample letters are available on the EOHHS website. Please see the EOHHS website for more details on enrollment.

### Benefits of Neighborhood INTEGRITY

- All benefits are through one health plan, making it easier for members to navigate the health care system and get needed services in a timely manner
- Improved coordination of care between primary/acute care, behavioral health care, and long-term services and supports (LTSS)
- Enrollees will have a personal care plan based on their specific health and support needs
- No co-pays for prescription drugs
- Enrollees can get help resolving billing or service authorization issues

### Consumer Protections

The state contracted with RIPIN to provide ombudsman services. The ombudsman will serve as an independent, conflict-free entity to assist Neighborhood INTEGRITY members with accessing care, understanding and exercising their rights and responsibilities, and appealing decisions made by the health plan.

### What to Tell Consumers About ID Cards

Members enrolled in Neighborhood INTEGRITY will get a new ID card. Members should keep their white Medicaid "anchor" card and always show both cards (INTEGRITY and Medicaid) when visiting the doctor or health care provider. Part D Prescription Drugs benefits are included

in the INTEGRITY plan, so consumers do not need a separate ID card for prescriptions.

**\*\*IMPORTANT\*\***- Members should keep their red, white and blue Medicare card in a safe place in their home in case they decide to switch back to Original Medicare at a later date.

## Enrollment Help for Consumers

Consumers can call the MMP Enrollment Line if they have questions or need help enrolling. They can also schedule an in-person appointment with a Medicare-Medicaid Counselor to discuss their options. Call The POINT to set up an appointment with a Medicare-Medicaid Counselor. See phone number below.

## For More Information

### Medicare-Medicaid Enrollment Line

1-844-602-3469 (TTY 711)

Hours: Mon – Fri 8:30am - 6:00pm

### The POINT/Medicare-Medicaid Counselors

(401) 462-4444 (TTY 711)

Hours: Mon, Wed, Fri 8:30am – 4:00pm

Tues, Thurs 8:30am – 8:00pm, Sat 8:30am -12 noon

### Neighborhood Health Plan of RI, Member Services

1-844-812-6896 (TTY 711)

Hours: 8:00am – 8:00pm Mon-Fri, Sat 8am-12 noon

<https://www.nhpri.org/INTEGRITY>

### RIPIN Healthcare Advocate

1-855-747-3224 (TTY 711)

Hours: Mon – Fri 8:00am – 5:00pm

Email: [HealthcareAdvocate@ripin.org](mailto:HealthcareAdvocate@ripin.org)

RIPIN Website: <https://ripin.org/services/services>

EOHHS Website:

<http://www.eohhs.ri.gov/Initiatives/IntegratedCareInitiative.aspx>

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Federal authority for Phase II of the Integrated Care Initiative is through the Centers for Medicare & Medicaid Services' (CMS) Financial Alignment Initiative, a federal demonstration to better align the financing of Medicare and Medicaid and integrate primary, acute, behavioral health, and long-term services and supports for Medicare-Medicaid enrollees.