Information for Medicaid Providers on RI's Integrated Care Initiative

The State's new Integrated Care Initiative **began on November 1, 2013** with 4,477 individuals enrolled in one of the two (2) new health care options: Rhody Health Options/Neighborhood Health Plan of RI (NHPRI) or Connect Care Choice Community Partners (CCCCP)/in partnership with RI Medicaid and CareLink.

A major goal of the *Integrated Care Initiative* is to provide person-centered, comprehensive, quality health care and support services that enable members to maintain a quality of life so that they can live independently in the community if they are able to. It's designed to improve the coordination of care between primary care and acute care, behavioral health services, and long-term services and supports (LTSS). There are approximately 28,000 individuals eligible for this initiative. They include Rhode Islanders over age 65 and individuals with disabilities/chronic conditions who have either Medicaid coverage or Medicare and Medicaid coverage (dual eligibility).

Individuals are given a choice to enroll in either *Rhody Health Options/NHPRI* or *Connect Care Choice Community Partners*. Some individuals may be able to enroll in PACE, an existing program for individuals with dual coverage. The Integrated Care Initiative is voluntary; people can choose to remain in Medicaid Fee-For-Service. Enrollment will occur over several months, with several thousand individuals enrolling each month.

What Providers Need to Do:

- **Be sure to check a person's eligibility through Medicaid's Interactive Web Services**: https://www.eohhs.ri.gov/secure/logon.do
  This *Recipient Eligibility Verification* will let you know which program a person is enrolled in – Rhody Health Options (through NHPRI) or CCC Community Partners. This is a real time eligibility verification that verifies eligibility on the date it is accessed.

- For members in *Rhody Health Options,* providers should bill Neighborhood Health Plan of RI. For members in *Connect Care Choice Community Partners (CCCCP),* providers will continue to bill Medicaid Fee-For-Service through Hewlett Packard (HP), Medicaid's fiscal agent.

What You Should Know:

- NHPRI will honor all Medicaid prior authorizations for the period of time authorized by Medicaid. NHPRI will also honor all existing pharmacy authorizations for sixty (60) days.

- NHPRI members can continue to see out-of-network providers for up to six (6) months after their enrollment start date. NHPRI will continue to help interested providers become part of NHPRI's network.

- Members, who are permanent residents of nursing homes or assisted living facilities in which they reside at the time they are enrolled, may remain in that nursing home or assisted living facility, regardless of whether that nursing home or assisted living facility is in NHPRI's network.

For More Information

- Check the EOHHS website: www.eohhs.ri.gov under Integrated Care. See "Information for Consumers," "Information for Stakeholders," and "News & Updates."

- **Neighborhood Health Plan of RI** - For questions on billing and to become a participating NHPRI provider, please contact representatives listed below:

  Nursing Homes – Paula Lea, (401) 459-6037, plea@nhpri.org
  Home Care Agencies- Shirley Price, (401) 459-6683, sprice@nhpri.org
  Assisted Living & Adult Day Health Centers- Jacqui Pickering, (401) 427-6746, jpickering@nhpri.org
  DME (including minor assistive devices)/P&O,etc.- DMEnsion, 1-877-514-0159

- **Connect Care Choice Community Partners** or **Medicaid FFS** - For questions on billing, please contact the Medicaid Provider Help Line at: (401) 784-8100 or 1-800-964-6211 (toll-free).

FAQs for Nursing Homes

Q: Who is the contact at NHPRI for Nursing Homes? (Can answer questions and help enroll to become a NHPRI participating provider.)
A: Paula Lea, 459-6037, plea@nhpri.org

Q: How long would it take for a provider to become a contracted with NHPRI?
A: Average is 30-45 days.

Q: Who collects patient liability (or patient share)? The provider or NHPRI?
A: Provider

Q: How do providers bill for services under NHPRI?
A: UB claim form.

Q: Are the rates the same in NHPRI as in Medicaid FFS?
A: No.

Q: Are there different rates for participating and non-participating providers?
A: Yes.

Q: What is the payment turn-around time?
A: Clean electronic claim, 14 days or less; Clean paper submission, up to 30 days if not sooner.

Q: How do we find out if prior authorizations have changed?
A: Emails/mailings, newsletters, and NHPRI website (www.nhpri.org). You can also contact the authorization unit at Neighborhood at 459-6060.