



January 14, 2014

Member Name  
Address  
City, State Zip

Dear [FIRST NAME]:

## Act now to keep your health insurance!

You must **enroll at HealthSource RI by January 23** to continue your health coverage for February 1 and beyond. Your current coverage with Neighborhood Health Plan of Rhode Island (Neighborhood) will end on January 31, 2014.

You will need your User Name and Password when you enroll at HealthSource RI. Your *User Name* is <include User Name>. Your *Password* has been mailed to you in a separate letter (for security purposes).

### There are four ways to enroll in coverage through HealthSource RI:

1. Go to one of the following HealthSource RI Drop-in Enrollment Assistance Sessions:

Date	Time	Place
Thursday, January 16	2 to 6 p.m.	Neighborhood Health Plan of Rhode Island 299 Promenade St., Providence
Tuesday, January 21	2 to 6 p.m.	Neighborhood Health Plan of Rhode Island 299 Promenade St., Providence
Wednesday, January 22	10 a.m. to 2 p.m.	Neighborhood Health Plan of Rhode Island 299 Promenade St., Providence
Thursday, January 23	2 to 6 p.m.	Neighborhood Health Plan of Rhode Island 299 Promenade St., Providence

To find more Drop-in Enrollment Assistance Sessions, go to [www.healthsourceri.com](http://www.healthsourceri.com) and look on the News and Events tab for the “Events Listing.”

2. Call HealthSource RI at 1-855-651-7875.
3. Visit HealthSource RI online at [www.healthsourceri.com](http://www.healthsourceri.com).
4. Meet in person:
  - a. Call 1-855-651-7875 to schedule an appointment with a Customer Service Representative at HealthSource RI located at 70 Royal Little Dr., Providence, RI.
  - b. Call 1-855-651-7875 and ask for a “Navigator” near you, or go to <https://www.healthyrhode.ri.gov> and click on “get assistance” to find a Navigator near you. Navigators are located in community agencies and can help you sign up for insurance on HealthSource RI.

If you need help understanding this information in your language, please call us at **1-401-459-6009** and ask for Member Services.

Si necesita ayuda para comprender esta información en su idioma, llámenos al **1-401-459-6009** y solicite contactar con el servicio de atención al cliente.

Si vous avez besoin d'aide pour comprendre ces informations dans votre langue, appelez-nous au **1-401-459-6009** et demandez le Service aux membres.

Se necessita de ajuda para compreender esta informação no seu idioma, por favor telefone para **1-401-459-6009** e solicite o Serviço de Apoio ao Cliente.

Чтобы получить информацию на родном языке, обратитесь в отдел по работе с клиентами (Member Services) по телефону **1-401-459-6009**.

បើលោកអ្នកត្រូវការជំនួយដើម្បីយល់ព័ត៌មាននេះក្នុងភាសាខ្មែរ ឬភាសាដទៃទៀត សូមទូរស័ព្ទលេខ **1-401-459-6009** ហើយសុំសេវាសម្រាប់សមាជិក (Member Services) ។

જો તમે જાણી શકતા નથી કે આ માહિતી કેવી રીતે સમજાવવામાં આવે, તો કૃપા કરીને **1-401-459-6009** નંબર 'ਤੇ કોલ કરીને સહાયતા માટેની વિનય કરો.

Nếu cần được giúp đỡ để hiểu thông tin này bằng ngôn ngữ của quý vị, xin gọi cho chúng tôi theo số **1-401-459-6009** và yêu cầu được nói chuyện với Dịch Vụ Hội Viên.



January 14, 2014

[Name]

[Address]

[City/Town, RI zip code]

Dear [Name]:

We recently sent you a letter about enrolling in health insurance coverage that will begin on February 1st.

**To have health insurance coverage starting February 1, 2014, you need to:**

- **Apply for health insurance coverage through HealthSource RI.** You will have a choice of health plans including Neighborhood Health VALUE plan. You may also find out through HealthSource RI if you are eligible for RIte Care (Medicaid).
- **You have until January 23 to apply for coverage starting February 1.**
- You will need a **User Name and Password** when you apply through HealthSource RI. Your *User Name* was included in a separate letter (for security purposes) to you.

**Your Password Is:**

<XXXXXXXXXXXX>

- Keep this letter and your User Name in a safe place. You will need them to enroll through HealthSource RI.

**There are four ways to enroll in coverage through HealthSource RI:**

1. Go to a HealthSource RI Drop-in Enrollment Assistance Session. To find a Session near you, go to [www.healthsourceri.com](http://www.healthsourceri.com) and look on the News and Events tab for the “Events Listing.”
2. Call HealthSource RI at 1-855-651-7875.
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## Tips for Applying for Coverage

When you apply online use the User Name and Password provided to log into your account. Here's how to move forward, and to get help if you need it.

- Go to [www.healthsourceri.com](http://www.healthsourceri.com).
- Look at the top right-hand corner of the screen, and click "Log In." It will say: Ready to Dig Deeper? Click "YES" and you will be sent to a new screen.
- Go to the top right of that screen, and click on "Log In" again. Then, you can enter your user name and password. Remember, your user name was sent to you in another mailing. Your password is in this mailing.
- Once you Log In, click on the Account Info tab at the top of the page.
- The Account Information page will display. On this page, review your address and contact information.
- Click the "Edit" button to correct any information that is not accurate or missing. This includes your phone number, mailing address and email.
- After reviewing your account information, click on the "Account Home" tab at the top of the page to return to your dashboard.
- Click the "Continue Where I Left Off" button on your dashboard. Follow the prompts to complete and submit your application. If you don't have an email address, you'll need to create one – and you'll see a link to do that on the screen.
- Continue to fill out the application. If you need help, you can call 1-855-840-HSRI (4774). Or, if you'd like to meet with someone in person, you can go to the top of the screen on any page and click "Get Assistance." Look for the blue box that says "Find a Navigator" and click on "Search for a Navigator" below that box. Enter your zip code (or the zip code of a larger city near yours), and you'll find community organizations nearby that can help you enroll.

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To submit your application it will be helpful to have the following information available:

- A form of government issued photo identification
- Social Security numbers
- Birth dates
- Passport, alien or other immigration numbers (for any legal immigrants who need health care coverage)
- Previous tax returns, income information for all adults and minors under age 19 who are required to file a tax return
- W-2 Tax Forms
- 1099 Tax Forms
- Information about health coverage available to your family, including current employer health insurance information, even if you are not currently covered by your employer's insurance plan