

RI Executive Office of Health & Human Services
Rhode Island Medicaid Program
Hazard Building #74, 74 West Rd., 1st floor
Cranston, Rhode Island 02920



December 31, 2015

«First_Name» «Last_Name»
«First_Line»
«Send_Line»
«City_», «State» 0«Zip»

Important Information about your Medicaid

You are currently enrolled in **The Connect Care Choice/Connect Care Choice Community Partners Program**. This program is **ending January 31, 2016**. Your covered services will not change.

The RI Medicaid Program is enrolling you in **Neighborhood Health Plan of RI /Rhody Health Options** for your Medicaid services. Some people may be eligible to enroll in **PACE**. These programs are designed to improve and coordinate your health care services.

You will be automatically enrolled in Rhody Health Options for your Medicaid services on February 1, 2016 if we don't hear from you by January 11, 2016.

You are *not* required to enroll (enrollment is voluntary) but we think you may like some of the new services. You may choose to stay in Medicaid Fee For Service (FFS).

If you are happy with the program we have selected for you, you don't have to do anything. If you would like to switch to a different program, you must call us at the **Enrollment Help Line at 1-401-784-8877 by January 11, 2016**.

Please Note:

- You will continue to receive the services you currently have.
- If you have Medicare, Part D Prescription Drug coverage, or Medicare Advantage, this will not change.
- If you live in an Assisted Living residence or nursing home, this will not change.

Have Questions?

See the enclosed information. We can talk to you or a family member about your options. If you would like to speak to someone, please call the Enrollment Help Line. Individuals that do not have a family member, health care proxy, or power of attorney and need help making the decision about enrollment, please contact the Long Term Care Ombudsman at (401) 785-3340.

Enrollment Help Line: 1-401-784-8877, Monday – Friday 8:00 am – 3:30 pm

These Are Your Choices



<p>Rhody Health Options</p>	<p>Rhody Health Options is the health plan option. Your long-term services and supports and other Medicaid services will be included in the health plan covered benefits. If you have Medicare or Medicare Advantage, that will be your primary health insurance. Your Part D Prescription Drug plan will not change.</p> <p>The health plan is: Neighborhood Health Plan of RI</p> <p>See page 2 for more information.</p>
	<p>You may be eligible for PACE if you are 55 years old or older and have chronic health care needs. PACE will coordinate and provide all your needed medical and long-term services and supports. PACE will work with you and your family to develop a plan of care that meets your needs.</p> <p>See page 2 for more information on PACE.</p>

For more information, call the Enrollment Help Line at 1-401-784-8877, Monday – Friday 8:00 am – 3:30 pm.

You can also chose to remain in Medicaid Fee For Service.

Rhody Health Options

For a list of providers in the health plan network, please check the NHPRI website or call Member Services:

Neighborhood Health Plan of RI

www.nhpri.org

Member Services: 1-855-996-4774 toll-free, (401) 459-6601 local



PACE Offers: Primary care, Specialty Care, a choice of five (5) Assisted Living Facilities, four (4) Adult Day Centers, End of Life Support, Home Care Services, Rehabilitative Services, Respite Care, Nursing Home care and other services.

Nursing facilities that PACE uses: Bayberry Commons, Cedar Crest Subacute & Rehab, Crestwood Nursing Home, Elmwood Health Center, Riverview Healthcare, St. Antoine Residence, St. Clare Home, St. Elizabeth Home, St. Elizabeth Manor, Steere House, Tockwotton Home, Westerly Nursing Home, and West Shore Health Center.

For more information on PACE, see: www.pace-ri.org or call PACE at (401) 490-6566 or Toll-free 1 (877) 781-7223.

Frequently Asked Questions

Do I have to enroll in one of these programs - Rhody Health Options or PACE?

No. Enrollment is voluntary but we will automatically enroll you in the RHO program unless you tell us not to. Please be sure to select the program you would like by the date on the letter.

If I pick Rhody Health Options, or PACE, will I have to pay more?

No, your payment will not change.

Can I keep my doctor and specialists that I currently see?

Yes, in most cases, you can keep the doctors you currently have.

What are Long-Term Services and Supports?

Long-term services and supports include home and community-based services and nursing home care. Home and Community Based Services are: homemaker services, Certified Nursing Assistant (CNA) services, personal care, environmental home modifications, special medical equipment, Meals on Wheels, Personal Emergency Response Systems, case management, Senior Companion, Assisted Living, respite, minor assistance devices, Personal Choice Program (a self-directed program), RIte@Home (a Shared Living Program).

Are Adult Day Health Center services covered in Medicaid?

Yes.

What if I get personal care through a home care agency (or any other home and community-based service)? Will that change?

All the Medicaid services that you currently receive will continue after your enrollment date until they are re-authorized. The services you receive are based on your needs, so everyone's services and how much they receive will be different.

After I pick a Rhody Health Options health plan, or PACE, can I switch later?

Yes. Enrollment is done monthly so you can switch if you need to.

What do I do with my ID cards that I currently have?

Continue to use and keep all of your ID cards. You will get a new ID card if you choose Rhody Health Options or PACE.

What if I receive behavioral health services (mental health/ substance abuse)? Will I still get those services?

Yes, all behavioral health services (mental health/ substance use) from your Community Mental Health Center or BHDDH licensed provider will continue.

For More Information

Please call the Enrollment Help Line at 1-401-784-8877, Monday – Friday 8:00 am – 3:30 pm

Do you have both Medicare and Medicaid Health Insurance?



Did you know there is a new program that helps coordinate the services that Medicare and Medicaid pays for and helps you live more safely at home?

If You ARE Already Receiving Long Term Services and Supports (LTSS) Like Homemaker or Home Health Aide

When you join Neighborhood UNITY, you will have a care manager who can help make sure your health care needs are being met and that you have the services you need to live safely at home. You will be able to continue with your current home care providers. The care manager will discuss whether you need other LTSS like those in the list at right.

Neighborhood UNITY will develop an individual care plan with you so that all your doctors and people who help you at home “get on the same page” about your needs and services. The care manager can make sure that as your needs change, there is coordination among all of the different people who help you with your health care needs. For example, if your doctor thinks you need more home care services, the care manager can work with the home care agency to put that in place. If you need to go to the hospital, the care manager can help make sure everything is in place when you are ready to come home.

If You ARE NOT Already Receiving LTSS

Joining Neighborhood UNITY can help you get the services you may need to live safely at home and access the care coordination services described above.



These are some of the LTSS you may be eligible for:

- **A Homemaker** to help with you with meals, shopping, laundry and other household tasks
- **A Home Health Aide** to help you with bathing, dressing and other daily needs
- **Equipment** like grab-bars, handheld shower, raised toilet seats and other such devices
- **Emergency Response Services** such as Lifeline
- **Adult Day Services** provides a place in your community where you can go for recreation, exercise, to share a meal and other activities
- **A Peer Navigator** who can help you find non-medical services like food, heating assistance or housing

If you have both Medicare and Medicaid health insurance....

MEDICARE pays for your regular health care services like doctors visits, prescriptions and hospitalizations. If you join the new program you keep going to the same doctors with your Medicare card and use your Medicare D drug card for your medications. **There is no change to your Medicare services.** There is also no change if you have Medicare Advantage.

MEDICAID pays for services that you need to live safely at home or in the community. These services are called “long term services and support” or LTSS for short.

About the Programs

RhodyHealthOptions/UNITY

This program is operated by Neighborhood Health Plan of RI (Neighborhood), which has contracts with a large network of providers around the state. *If you choose Neighborhood, and you are already receiving long term services and supports,* your care manager will work with you and your healthcare providers to develop your individual care plan. *If you are not receiving LTSS,* a staff member will call you to talk about your health care needs and any help you might need to live safely at home. If you need services and are eligible, the staff member will work with you to get those services in place.

PACE This program is only for people age 55 or older who have chronic health care needs. PACE coordinates and provides all your medical and long-term services and supports through its group of providers. Staff work with you to develop a plan of care that meets your needs.

Medicaid Fee-For-Service This is a Medicaid program that pays providers directly. With this program, you don't enroll in a health plan. If you decide not to enroll in Neighborhood UNITY, you would need to call the *Enrollment Help Line* to be enrolled in Medicaid FFS.

How Do I Enroll?

You can find out more about these programs by calling the Enrollment Help Line at 784-8877, Monday-Friday 8am to 3:30pm.



*Prepared by RI Voices for Better Health
Revised 12/14/15 by EOHHS.*