



## **Behavioral Health Transition to Optum® Frequently Asked Questions for Members**

Neighborhood Health Plan of Rhode Island (Neighborhood) is pleased to share exciting changes about your plan. Effective January 1, 2019, Optum® will become Neighborhood's behavioral health benefits and network manager.

### **Who is Optum, Neighborhood's new behavioral health benefits and network manager?**

Optum provides behavioral health care and substance use services. They are well-known for providing these services in the U.S.

### **Why did Neighborhood pick them?**

Optum will help connect you to top-quality care that is easy to access. They help guide people to treatments that are the best and most convenient for them.

### **When will Optum begin as Neighborhood's behavioral health benefits and network manager?**

Optum's call center is already open, but your new benefits won't take effect until January 1, 2019.

### **Why did I get a new Neighborhood ID card? When do I start using my new ID card?**

All members will be mailed new member ID cards in December. You will need to show your new card starting January 1, 2019 when you go to the doctor or pharmacy. After December 31, 2018 please cut up and throw away your old ID card. The new card has updated information important for both pharmacy and behavioral health services.

### **What do I do with my old Neighborhood ID card?**

Please cut up and throw away your old card after December 31, 2018.

### **What services will Optum cover?**

Optum will cover the same services that are covered today. Please check your member handbook or call Neighborhood Member Services if you have any questions.

### **Will I need new prior authorizations?**

No, all authorizations will be transferred over to Optum.

### **What if my provider is not in Optum's network?**

Optum has a large network in Rhode Island but in some cases your provider may not be in the network. You can check [Optum's provider directory here](#) to search for your provider.

### **Will I need to ask my provider for any new information?**

No, Optum has contacted providers to inform them of the changes.



**What number do I call to speak to an Optum representative?**

Please contact Optum Member Services at:

- Medicaid – ACCESS / Rite Care and TRUST / Rhody Health Partners (RHP) and RHP Expansion: 1-401-443-5997
- INTEGRITY (Medicare-Medicaid Plan): 1-401-443-5995
- Exchange/Commercial: 1-833-470-0578

Optum also provides emergency and crisis support 24/7 by calling any one of the numbers above.

**Will I need to do any additional work?**

Don't forget to cut up and throw away your old member ID card after December 31, 2018. Your new card will arrive in December.

**Will I still have the same behavioral health care manager?**

Optum will provide care management services beginning January 1, 2019 so you will have a new care manager. You will receive a call or letter with more information about the change.



Neighborhood Health Plan of Rhode Island complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Neighborhood Health Plan of Rhode Island is a health plan that contracts with both Medicare and Rhode Island Medicaid to provide benefits of both programs to enrollees.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. On Saturday afternoons, Sundays and holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

ATENCIÓN: Si usted habla español, servicios de asistencia con el idioma, de forma gratuita, están disponibles para usted. Llame a Servicios a los Miembros al 1-844-812-6896 (TTY/TDD) 711, de 8 am a 8 pm, de lunes a viernes, de 8 am a 12 pm los sábados. En las tardes de los sábados, domingos y feriados, se le pedirá que deje un mensaje. Su llamada será devuelta dentro del siguiente día hábil. La llamada es gratuita.

ATENÇÃO: Se você fala Português, Língua serviços de assistência, de forma gratuita, estão disponíveis para você. Os serviços de chamada em 1-844-812-6896 (TTY/TDD) 711, 8 am a 8 pm, de segunda a sexta-feira; 8 am a 12 pm no sábado. Nas tardes de sábado, domingos e feriados, você pode ser convidado a deixar uma mensagem. A sua chamada será devolvido no próximo dia útil. A ligação é gratuita.