



# WELCOME TO NEIGHBORHOOD!

## This is your Neighborhood Member Handbook

Your Member Handbook has important information about the health care benefits, programs, and services that Neighborhood Health Plan of Rhode Island (Neighborhood) can offer you and your family.

We want to make sure you understand the information in this Member Handbook and that you are satisfied with the services you receive as a Neighborhood member. **Please call Neighborhood Customer Service at 1-800-459-6019 if you have any questions about your benefits or visit us at our website [www.nhpri.org](http://www.nhpri.org).** Select the section for “Members” to learn more about Neighborhood or view a copy of the Member Handbook or our Provider Directory online. **Paper copies of any information on our website are available by calling us at 1-800-459-6019 (TTY 1-401-459-6690).**

**Thanks for being a part of Neighborhood... let us help you stay well!**

## How to Use this Handbook

We hope you will read this handbook to better understand your health care coverage. This handbook is your guide to working with us to get the health care services that you need. **If you have questions about the content of this handbook, call Neighborhood Customer Service at 1-800-459-6019 so that we may assist you.**

Neighborhood’s Provider Directory is available online at [www.nhpri.org](http://www.nhpri.org). You will be able to search the online directory to find all of the primary care doctors, specialty care doctors, behavioral health doctors, hospitals and urgent centers that participate in the network along with their office locations and telephone numbers. The directory has information about each one of Neighborhood’s doctors and hospitals. This information will help you when you need to choose where to receive services. You can also call Neighborhood Customer Service at **1-800-459-6019** to request a paper copy or to make sure a certain provider is in our network.

# HEALTH CARE INFORMATION & IMPORTANT CONTACT NUMBERS

Please take some time to complete the information below so that you, a family member, a babysitter, or caretaker can easily get to it when you need it. We recommend putting this information next to your telephone or on your refrigerator. This will make it very easy to get your doctors' names and phone numbers and Neighborhood's Customer Service phone number.

You should also share a copy of this form with each of the doctors that you list below. This will help each doctor know exactly who provides care and services to you, where and how to contact your pharmacy, and what your Neighborhood member identification (ID) number is in case they need to contact us to request authorization for services. **Contact Neighborhood Customer Service at 1-800-459-6019 for extra copies of this form if you need to update the information.** We will send one to you.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Neighborhood Member ID: \_\_\_\_\_

My Personal Doctor: \_\_\_\_\_

Phone Number: \_\_\_\_\_

My Pharmacy: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## My Medications:

Prescription Name

Prescription Number

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Family Allergies:

Name

Allergic to

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## My Specialty Doctors:

(These could include your eye doctor, behavioral health doctor, or any other doctor that provides care and services to you or your family members.)

Doctor Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Doctor Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Doctor Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## My Emergency Contact Person:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_



Neighborhood  
Health Plan  
of Rhode Island

## Neighborhood has Your Doctor!

As a member, you can choose from thousands of doctors and specialists in Rhode Island. We have over **4,000 doctors** in our network:

- Over 900 primary care practitioners
- More than 2,700 specialists
- Over 480 behavioral health doctors

**To see who's in our network, check out our provider directory:**

- ✓ **Go to [www.nhpri.org](http://www.nhpri.org)** and search our online directory by clicking on “**Find a Doctor.**”  
*or*
- ✓ **Call** Neighborhood Customer Service at **1-800-459-6019**. One of our helpful Representatives can help you find a doctor that's right for you.  
*or*
- ✓ **Fill out and mail** this postage-free form, and we will send you a hard-copy provider directory that lists our entire network of doctors, specialists, etc.

*Thank you for being a Neighborhood member!*

**Please send me a Neighborhood Health Plan of Rhode Island Provider Directory**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

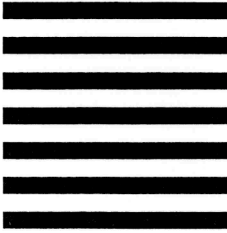


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NEIGHBORHOOD HEALTH PLAN OF RHODE ISLAND  
ATTENTION: MARKETING DEPARTMENT  
299 PROMENADE STREET  
PROVIDENCE, RI 02908-9924



Please seal here with tape. Do not staple.



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# YOUR NEIGHBORHOOD MEMBER ID CARD

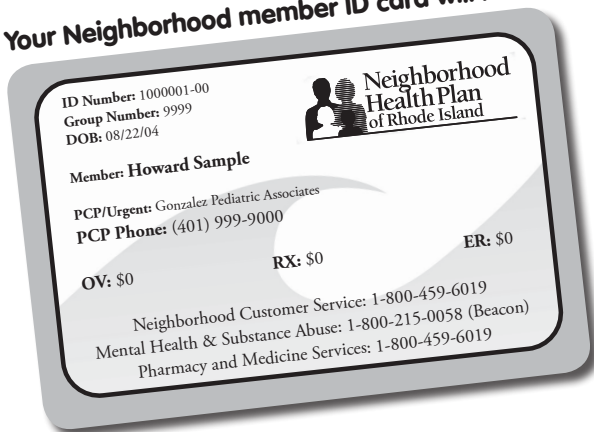
Once you are enrolled with Neighborhood, you will receive a member ID card in the mail for each member of your family that is covered by Neighborhood. Your member ID card lets your doctors, the pharmacy, laboratory or hospital know that you are a Neighborhood member so that they can help access the care and services you are eligible to receive.

When you receive your Neighborhood member ID card, make sure that it has the name and phone number of the personal doctor you have chosen. Contact Neighborhood Customer Service at 1-800-459-6019 to let us know if the information on your card or any of your family members' cards is not correct.

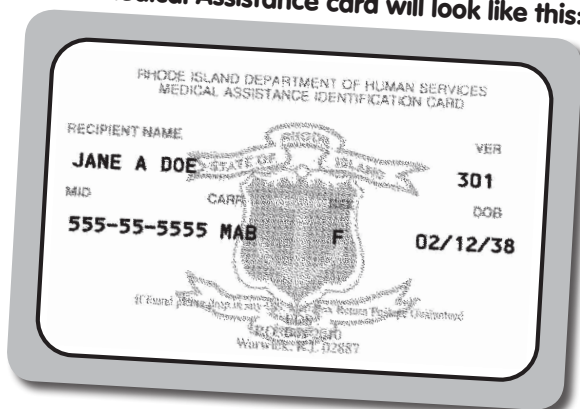
## ✓ How to Use Your Member ID Card

- Carry both your Neighborhood card and your Rhode Island Medical Assistance white "Anchor" card at all times. There are pictures of both cards below.
- Always show your member ID card when you need medical care including doctors' visits and when you are picking up prescriptions at the pharmacy.

Your Neighborhood member ID card will look like this:



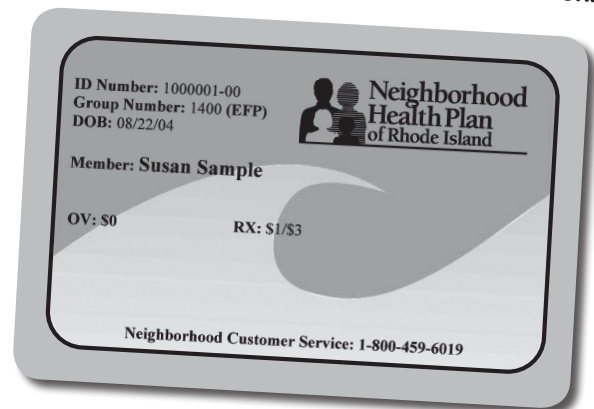
Your Medical Assistance card will look like this:



## ✓ Important Reminders about Your Member ID Card

- Carry your children's member ID cards for them to avoid losing them.
- Call Neighborhood Customer Service at 1-800-459-6019 right away if you lose your member ID card or your children's card(s). A new card will be mailed to you.
- Do not let anyone use your Neighborhood member ID card or your children's cards. Letting someone borrow your card is against the law.

Your Neighborhood member ID card will look like this (For Extended Family Planning members only):



# YOUR PRIMARY CARE DOCTOR

Your primary care doctor is the doctor who knows you best. He or she works with you to keep you healthy. This is the doctor you choose when you enroll with Neighborhood. Your primary care doctor's name and phone number are on your Neighborhood member ID card. Your primary care doctor is called your "PCP", which stands for "primary care physician or practitioner."

Your primary care doctor wants to keep you healthy! Be sure to tell him or her about your medical concerns, visits to other doctors, trips to the hospital or ER, and any injuries or sicknesses you experience. You can call your doctor's office 24 hours a day, seven days a week. Someone will be there to help you get the care you need. If no one can take your call at your doctor's office, there will be an answering service or an answering machine. It will provide instructions for emergencies, instructions for leaving a message, directions for reaching your doctor, and/or a referral to another doctor who can help you.

You can change your primary care doctor or your child's primary care doctor at any time. Look in the back of this handbook for a list of all primary care doctors in the Neighborhood network or visit our website at [www.nhpri.org](http://www.nhpri.org). You can also request a copy of this information by calling Neighborhood Customer Service at 1-800-459-6019.

## ✓ Your primary care doctor will:

- Help you decide what to do when you or your child has a medical problem.
- Give you annual checkups, vaccinations and see you for other visits.
- Coordinate your health care services and visits to other doctors.
- Order prescriptions or tests for you.
- Give you advice and answer questions about your health care.

## How to Choose a Primary Care Doctor for You or Your Child

Please call Neighborhood Customer Service at 1-800-459-6019 for assistance if the primary care doctor listed on your member ID card or your child's card is not correct, or if you would like to choose another primary care doctor for you or your child. You should choose a primary care doctor from Neighborhood's Provider Directory, which is online at [www.nhpri.org](http://www.nhpri.org). The different types of personal doctors that you may choose from are listed below.

**FAMILY DOCTOR:** A family doctor treats patients of all ages. A family doctor provides preventive care (immunizations and check-ups), care for acute and chronic illnesses (such as asthma and diabetes), and health education. Some family doctors also take care of prenatal patients and deliver babies.

**INTERNAL MEDICINE DOCTOR:** Internal medicine doctors diagnose and treat the diseases that affect the body's organs or the body as a whole. A doctor who practices internal medicine is also sometimes called an internist. Internal medicine doctors care for adult patients.

**PEDIATRICIAN:** A pediatrician provides care to babies, children, and teenagers.

**NURSE PRACTITIONER:** A registered nurse who is qualified to conduct physical examinations, select plans of treatment, order appropriate laboratory tests/procedures), prescribe medications, coordinate consultations and referrals, and provide health education.

**OB/GYN:** A doctor who specializes in the care of women. This includes pregnant women, women's reproductive organs, breasts, and sexual function. Your ob-gyn may also offer primary care services.

# HOW TO CHANGE YOUR PRIMARY CARE DOCTOR OR YOUR CHILD'S PRIMARY CARE DOCTOR

## ✓ If you have a primary care doctor but...

your Neighborhood member ID card has a different primary care doctor listed on it, follow these steps:

- Check the Provider Directory to see if your doctor is one of our providers.
- Call Neighborhood Customer Service and tell us that you would like to change your primary care doctor or your child's primary care doctor.
- Call the doctor's office to make your first appointment.

## ✓ If you do not have a primary care doctor...

follow these steps:

- Look in the Provider Directory and select one that you may want to go to. Our Provider Directory will tell you where the doctor's office is located, what languages he or she speaks, and what hours the office is open. You may want to consider one that is close to home, or is recommended by a friend.
- Call Neighborhood Customer Service and tell us that you would like to change your primary care doctor or your child's primary care doctor.
- Call the doctor's office to make your first appointment.

## If your primary care doctor leaves the Neighborhood network...

we will send you a letter to inform you of this change. You can choose another primary care doctor from the Neighborhood network or you will be assigned to one near your home. **Please call Neighborhood Customer Service at 1-800-459-6019 if you need help choosing a new primary care doctor.**

### Continued Care and Treatment

In special circumstances, Neighborhood will temporarily allow you to continue receiving services and care from your primary care doctor or specialty care doctor even if she or he leaves our provider network. Some special cases might be if you are being treated for an ongoing condition or if you are pregnant. This is because your relationship with your doctor is important. We will work with you and your doctor to ensure a safe and comfortable transition of your health care to another doctor. **Please call Neighborhood Customer Service at 1-800-459-6019 if your doctor decides to leave the network and you need to continue seeing him or her for awhile.**

# HOW TO ACCESS SPECIALTY CARE DOCTORS

## ✓ What is a specialty care doctor?

A specialty care doctor, or specialist, is a doctor who cares for a specific part of the body or for a specific disease. Specialty care doctors have extra training/education about that area of the body or that disease. Your primary care doctor is responsible for your regular care and annual checkups. He or she helps you see a specialist when you need one. Some examples of specialty doctors include:

- **Obstetrician/gynecologist:** An obstetrician/gynecologist is a doctor who provides women’s medical care, diagnosis and treatment of disorders in the female reproductive system, and provides care for pregnant women.
- **Gynecologist:** A gynecologist diagnoses and treats diseases of the female reproductive system.
- **Obstetrician:** An obstetrician cares for women who are pregnant and delivers babies.
- **Podiatrist:** A podiatrist is a physician that specializes in the evaluation and treatment of diseases of the foot.
- **Optometrist:** An optometrist is a health care professional who is licensed to provide eye care services.
- **Ophthalmologist:** A medical doctor specializing in the treatment of diseases of the eye.
- **Endocrinologist:** A medical doctor who specializes in the diagnosis and treatment of disorders of the glands, for example, diabetes or thyroid disorders.
- **Women’s health specialist:** A medical doctor or practitioner specializing in the treatment of women’s health needs, including family planning. Women’s health specialists include, but are not limited to, obstetricians, gynecologists, and certified nurse midwives.

If I see a specialist who is not part of the Neighborhood provider network, will the visit be covered?

Sometimes it may be necessary for you to see a specialist who does not participate in Neighborhood’s provider network. Your primary care doctor must get permission from Neighborhood before you receive services from anyone who is not in our network. If you receive services from a doctor who is not in our network and you do not get approval from Neighborhood first, you may have to pay for the services.

If I do not agree with what one doctor tells me, can I get another doctor’s opinion?

As a Neighborhood member, you have the right to receive a second opinion. This means you can see someone else if you do not think you should have the treatment or surgery your doctor recommends. You may want another doctor’s opinion.

If the doctor you’d like to see is not in our network, you will need approval from Neighborhood first. This is called prior authorization. Prior authorization is NOT required when you seek a second or third opinion from a doctor in our network. **Call Neighborhood Customer Service at 1-800-459-6019 to find a doctor for a second or third opinion.**

If I refuse to be treated by a Neighborhood doctor or do not want to see the doctor I was referred to, will it affect my future treatment?

If you refuse to see one of the specialty doctors you were referred to, it will not affect your future treatment. You also can refuse the treatment a specialty doctor recommends.

If you refuse medical treatment or a referral, contact your primary care doctor to discuss other options, or call Neighborhood Customer Service for the names of more doctors.

## What is a referral?

Your primary care doctor may decide you should see a specialist. He or she will give you a referral. A referral means your doctor recommends this specialist to diagnose and treat your condition. Your primary care doctor will contact the specialist and let that office know you will be scheduling an appointment. Make sure you give your doctor enough time to call the specialist before you make an appointment.

Sometimes—but not very often—you will need approval from Neighborhood before seeing a specialist. After your doctor recommends a specialist, the specialist will contact Neighborhood to get permission to care for you. **If you have questions about this process, please call Neighborhood Customer Service at 1-800-459-6019.**

## What is a self-referral?

A self-referral is when you make an appointment at a specialty care office without talking with your primary care doctor first. **If you self-refer to a specialist's office, choose a doctor who is in Neighborhood's provider network.** Make sure you tell your primary care doctor about the visit.

Below are doctors you can make an appointment with or obtain services from without calling your primary care doctor or Neighborhood first:

- Emergency services (both in Rhode Island and outside of Rhode Island)
- Urgent care services at a facility or walk-in clinic
- Behavioral health services (mental health and substance abuse services)
- Obstetric (pregnancy) / gynecological (women's care): routine visits, exams and medically necessary follow-up care and services
- Family planning, counseling, or birth control visits
- Routine eye exams every 24 months (for members age 21 and older)
- Diabetic eye exam (every year)
- Childbirth education and parenting classes
- Smoking cessation programs to help you quit
- Sexually transmitted disease (STD) treatment through the RI Department of Health

# MAKING APPOINTMENTS WITH YOUR DOCTOR

## Follow these steps below to make an appointment for you or your child:

- Call the doctor's office (the phone number of your PCP is listed on the front of your member ID card and the phone numbers of other doctors in Neighborhood's network are in the Provider Directory).
- Tell the person who answers the phone that you would like to make an appointment. If you are making an appointment because you or your child is sick, be sure to tell this to the person who is scheduling your appointment.
- Write down the date and time of the appointment and any special instructions you are given to prepare for the appointment.
- Tell the person scheduling your appointment if you will need an interpreter to be present for your appointment. Your doctor's office will work with Neighborhood to make an interpreter available for your appointment, or **you can call Neighborhood Customer Service directly to schedule interpreter services at 1-800-459-6019.**
- If you will require transportation to the medical appointment, be sure to contact Neighborhood Customer Service at least **48 hours** in advance.
- If the appointment is with a specialty care doctor, be sure that you bring the note from your primary care doctor (if you were given one) or tell the staff person who answers the phone the name of your primary care physician.

**If you need to change your appointment date or time, it is very important that you contact your doctor's office as soon as possible to reschedule the appointment.** It is also very important to contact Neighborhood to reschedule any transportation or interpreter services. Your doctor will appreciate it if you call to cancel an appointment because he or she will then be able to offer another patient that appointment time if needed.

# OUT-OF-AREA AND OUT-OF-NETWORK CARE

You might need health care services when you are "out-of-area." This means you are too far away to receive care from a doctor or hospital in Neighborhood's network. Emergency services are always covered when you are out-of-area. If you are experiencing an emergency and are out-of-area, call 911 immediately or visit the nearest emergency room. Call your primary care doctor when you return home to tell him or her what happened. If you received a bill for emergency services you received out-of-area, send it to Neighborhood's Customer Service Department. **All other covered benefits, care and services provided out-of-area need to be approved by Neighborhood first by calling 1-800-459-6019.**

Sometimes, you may need care from a local doctor who is not in Neighborhood's provider network. This doctor is "out-of-network." **To see an out-of-network doctor, you'll need to get approval from Neighborhood before you make the appointment by calling Neighborhood Customer Service at 1-800-459-6019.** Neighborhood's Medical Management Department will review your request for services.

**Requests for services for non-emergency care from doctors who are not in Neighborhood's network are considered if one (1) of the following are met:**

- The services requested are not available in Neighborhood's network.
- Doctors with the same expertise are not available in Neighborhood's network.
- You are getting treatment for an acute medical condition, a chronic condition, or are in your 2nd or 3rd trimester of pregnancy and your doctor leaves the Neighborhood network.
- You are getting follow up care from emergency services.
- You have an ongoing relationship with a primary care or specialty care doctor.
- Neighborhood's Medical Management team will make a decision within 15 calendar days from when the request for an out-of-network service is received. If more information is needed to help Neighborhood make a care decision, you will be notified that the decision timeframe has been extended. Requests for out-of-network services that are urgent are responded to within 72 hours.

# EMERGENCY AND URGENT CARE SERVICES

## ✓ Emergency Services

An emergency is a situation that is life threatening, involves severe pain, or can cause serious harm to your body or health if you do not receive treatment right away. Examples of some types of emergencies are:

- Broken bones
- Poisoning or swallowing a dangerous substance
- Drug overdose
- Very bad pain or pressure
- Bleeding that will not stop
- Severe trouble breathing
- Change in level of consciousness
- Bad head injury
- Seizures (or a change in pattern of seizures)
- Complications of pregnancy such as persistent bleeding or severe pain
- Thoughts of Suicide

### What if I'm not sure if it's an emergency?

Call your primary care doctor's office immediately. The number is on your Neighborhood card. You can call your doctor's office 24 hours a day, 7 days a week. You will receive instructions about whether to go to the ER, make an appointment with your doctor, or do something else for treatment.

### What if I'm not sure if it's an emergency and I can't reach my doctor's office?

You should go to the ER and show your Neighborhood card. A doctor or nurse will examine you, tell you what is wrong, and tell you what treatment you may need. This examination will not cost you anything. If it is not an emergency, the ER might call your primary care doctor to arrange for treatment at the office.

## ✓ If there's a medical emergency...

- Go to the nearest Emergency Room or call 911 (you do not need a referral for emergencies).
- The hospital does NOT need to be a part of Neighborhood's network.
- You may need to receive services in the hospital once your emergency condition has been taken care of. These are called poststabilization services, or care and services given to you to make sure another emergency does not happen. Your doctor will make sure you receive the care you need so that you can safely return home.
- Call your primary care doctor the next day to tell him/her about your emergency room visit.

## ✓ Urgent Care Services

If you or your child needs urgent care, call your primary care doctor's office. Say you need to schedule a "sick visit." Your doctor should give you an appointment within 24 hours. Or, he or she will direct you to an urgent care center in Neighborhood's network. Urgent care sites are helpful when you have a problem that needs to be seen that day but your doctor's office cannot give you an appointment.

Here are some examples of problems that need urgent care:

- A sore throat
- Skin rash
- Pink eye
- Low grade fever
- Ear infection
- Mild or moderate trouble breathing
- Runny nose
- Coughing
- Persistent diarrhea

For more information about urgent care centers in your community, search the Neighborhood Provider Directory online at [www.nhpri.org](http://www.nhpri.org) or call Neighborhood Customer Service at 1-800-459-6019.

# PHARMACY SERVICES AND PRESCRIPTION DRUG COVERAGE

Neighborhood offers prescription and over-the-counter drug benefits. You can go to almost any pharmacy in Rhode Island to get your prescription filled. Many of the pharmacies in our network are open 24 hours a day. That means you can get your prescriptions when you need them, even in the middle of the night.

## “Brand-name” & “Generic Drugs”

Brand-name and generic drugs have the same ingredients and work the same way to make you better. The difference is that a generic drug does not cost as much as a brand-name drug. Both types are safe and will help you get better.

The State of Rhode Island requires that all Medicaid members must use generic drugs. There

are a very limited number of brand name drugs that are allowed. Below is the list of brand name drugs that are covered by Neighborhood under the RIte Care Program.

This list is reviewed and revised by the State on a regular basis. If you have questions about coverage for a specific drug, please call Neighborhood Customer Service at 1-800-459-6019. If your doctor feels you need to have a brand name drug, they must request a “prior authorization” from the Pharmacy Department at Neighborhood.

If you feel you that you are unable to take the generic medication, please contact your provider. Health plan providers are aware of the criteria for approval of brand name drug coverage.

- Abilify®
- Antabuse®
- Alinia®
- Anti-dementia medicines such as Aricept®
- Antiviral medicines such as those used to treat HIV/AIDS and Hepatitis
- Asacol®, Dipentum® and Pentasa®
- Asthma related medicines such as “rescue” and “controller” inhalers and Singulair®
- Campral®
- Cancer related medicines
- Crohn’s, Psoriasis and Rheumatoid Arthritis related medicines such as Enbrel®, Humira® and Remicade®
- Contraceptives (oral, patches and vaginal)
- Diabetic supplies such as test strips, lancets, syringes and glucose meters
- Diastat®
- Dilantin®
- EpiPen®
- EpiPen® Jr
- Epogen® and Procrit®
- Geodon®
- Growth Hormone
- Insulin
- Lindane
- Lovenox® and other heparin products
- MS related medicine such as Avonex®, Betaseron®, Copaxone® and Rebif®
- Neupogen®
- Ovide®
- Pancreatic enzyme medicines such as Creon®
- Plavix®
- Premarin®, Prempro® and Premphase®
- Pulmonary Arterial Hypertension medicines such as Tracleer® and Revatio®
- Pulmozyme®
- Risperdal® Consta
- Seroquel®
- Subutex® and Suboxone®
- Transplant related medicines such as Cellcept®, Neoral®, Prograf® and Rapamune®
- Vfend®
- Xalatan®
- Zyprexa®

## Medication Copayments

Some members have to pay copayments for medications. If you are responsible to pay copayments for prescription drugs, you will find the exact amount you are responsible to pay to the pharmacy on your Neighborhood member ID card. Look on the front side of the card at the bottom near “Rx.” **For a complete listing of covered formulary medications or over-the-counter medications, please visit our website at [www.nhpri.org](http://www.nhpri.org) or call Neighborhood Customer Service at 1-800-459-6019.**

## Over-the-counter products

Neighborhood covers many over-the-counter products, too. Over-the-counter products are those on the shelves at your pharmacy. Examples include Motrin®, Claritin®, Robitussin®, Tylenol®, and hydrocortisone cream. These over-the-counter medications still require a prescription from your doctor. As a Neighborhood member, you are able to get these items at no cost with a prescription from your doctor. Supplies are limited to 30 days. **For a list of the covered over-the-counter medicines and products that you are eligible to receive, please call Neighborhood Customer Service at 1-800-459-6019 or visit our web site at [www.nhpri.org](http://www.nhpri.org).** Over-the-counter medicines can be safe and helpful when used correctly. You should talk to and visit your doctor to make sure that the over-the-counter medicines you use will improve your health and make you better. Remember, it is best to work with your doctor to decide the treatment that is right for you and your family.

## Important Steps to Follow When Going to the Pharmacy

- Bring your Neighborhood member ID card.
- Make sure you have the card of the family member who needs the prescription.
- Bring the prescription from the doctor.
- Show your card to the pharmacist and give him or her the prescription from your doctor.
- If you are confused about how to take the medicine, ask the pharmacist.
- **If you have any problems at the pharmacy, call Neighborhood Customer Service at 1-800-459-6019.**
- Take all of the medicine prescribed by your doctor and follow all instructions. Tell your doctor if the medicine makes you sick or if you have side effects from it.
- Do not share your medicines with family members.
- Put your medicines in a safe place so that they are not lost or stolen.
- Keep all medicines away from children.
- Make sure your doctor or pharmacist knows all of the other medications you are taking.

# HOSPITAL SERVICES

Sometimes you might need services that are provided in a hospital. These might be outpatient services like laboratory tests, radiology (X-ray) services, outpatient surgery, or inpatient services like a hospitalization for illness or to deliver a baby. Your primary care doctor or specialist will give you a written copy of the outpatient tests or services that you will need from the hospital. You should bring this with you and show it as soon as you enter the hospital or “check-in”. Some outpatient surgeries require an authorization. Your doctor can contact Neighborhood for more information.

If you need to go to the hospital for services that require an overnight stay or longer (inpatient services), the hospital will request authorization from Neighborhood. This is called an “admission” to the hospital. If the doctor who admits you to the hospital does not participate with Neighborhood, you should call your primary care doctor within 24 hours of being admitted to the hospital. If you cannot call, ask a friend or family member to call for you. You should only go to the hospital when you need emergency medical care or your doctor has recommended that you go there. **Call Neighborhood Customer Service at 1-800-459-6019 if you have any questions about hospital services.**

# BEHAVIORAL HEALTH SERVICES

Services for mental health and substance abuse are called “Behavioral Health Services.” Neighborhood offers excellent behavioral health benefits, which are managed by our partner Beacon Health Strategies (Beacon). If you think you may need behavioral health treatment, contact Beacon for assistance at 1-800-215-0058. They are available 24 hours a day, seven days a week to help you. Your call is confidential.

Children who may need to be admitted to the hospital for behavioral health care need to work with Kid’s Link RI. Call Kid’s Link RI at 1-866-429-3979, your doctor or Beacon to learn more.

**What are behavioral health services?** Services for mental health and substance abuse are called “Behavioral Health Services.” Neighborhood offers excellent behavioral health benefits. These benefits and services are managed by Beacon. If you think you may need behavioral health treatment, contact Beacon at 1-800-215-0058. They are available 24 hours a day, seven days a week. Your call is confidential.

**How do I choose a behavioral health provider?** You can pick any behavioral health provider listed in the Neighborhood Provider Directory. To search our online Provider Directory, go to [www.nhpri.org](http://www.nhpri.org). These benefits and services are managed by Beacon.

**What type of behavioral health benefits do I have?** As a Neighborhood member, you are eligible for many behavioral health services. These include hospitalization, day programs, and individual, family, or couples’ counseling.

**Do I need authorization from Neighborhood for these services?** For outpatient services, you do not need prior authorization for the first 12 counseling sessions or any medication visits from a Neighborhood doctor. Simply contact the behavioral health provider’s office and schedule your appointment. Prior authorization is required for inpatient hospitals, acute residential treatment, and day and evening program participation. Your doctor will need to contact Beacon at 1-800-215-0058.

**If I have questions or need help getting behavioral health care for me or a family member, who do I call?** You should call Beacon at 1-800-215-0058. This number is also listed on your Neighborhood card. Someone is available at this number 24 hours a day, seven days a week. A Beacon representative can help you find the right doctor and answer your questions.

# OUR MEDICAL REVIEW TEAM

Neighborhood has a special team of nurses and clinical staff. This team reviews requests for hospital admissions and other treatments. The process is called utilization management (UM). Neighborhood's UM decisions are based on what is right for our members and what is covered. We want to make sure you receive the best health care possible!

Neighborhood does not reward anyone who makes UM decisions with money or other incentives for denying or limiting services to members. Neighborhood does not give financial rewards for UM decisions that result in fewer services or less care. **If you have questions about how Neighborhood makes care decisions, please contact Neighborhood Customer Service at 1-800-459-6019.**

## ✓ Authorizations for Medically Necessary Services

Some of the health care services that you or your doctor request will require review by a Neighborhood Medical Management Nurse and/or Physician Reviewer. Our Medical Management staff is available to answer your questions Monday through Friday 8:30am–5:00pm. If you call after hours, please leave a message and we will return your call on the next business day.

Our nurse or physician will gather appropriate information as quickly as possible from your doctors and other health care providers to determine if the services requested are “medically necessary.” Medically necessary means that the services requested are required for the prevention, diagnosis, cure, or treatment of a health condition.

Neighborhood's Medical Management team will make a decision before the scheduled date of service or within 15 calendar days from when the request is received, whichever comes first. If more information is needed to help Neighborhood make a care decision, you will be notified that the decision timeframe has been extended. Requests for scheduled services that are urgent are responded to within 72 hours.

**Please call Neighborhood Customer Service at 1-800-459-6019 if you:**

- Would like information on the status of an authorization request
- Have questions about Neighborhood's utilization management processes, or
- Have questions about services that have already been authorized or denied.

Our Customer Service staff will make sure that you are able to speak with our Medical Management team if you have questions about a care decision Neighborhood made. If needed, we will also arrange for interpreter services as well as TTY access for these calls.

## ✓ Medical Technology Review

Neighborhood pays attention to new medical technology. We look at whether the new services and treatment would benefit our members. Medical technology is evaluated by Neighborhood's Associate Medical Director and a committee of Neighborhood staff and doctors. This committee makes recommendations about whether Neighborhood should cover new technology and treatments.

Requests to consider new technology or new applications of existing technology that are not presently included in the benefits package may be submitted by members (or family members acting on their behalf); network providers; Neighborhood staff members on behalf of a member; and Neighborhood case management, utilization management, physician advisers or other staff, based on literature review/assessment. When a request is received, it is researched and reviewed within 90 days. Requests for faster reviews are available for medical emergencies. **If you would like more information on how we evaluate new medical technology, please call Neighborhood Customer Service at 1-800-459-6019.**

# OUR CASE MANAGEMENT AND DISEASE MANAGEMENT TEAMS: WE CARE ABOUT YOUR HEALTH

## Case Management Services

Neighborhood's Case Managers are here to help you manage your health conditions. We can help you with sudden illnesses or injuries, hospital stays, health needs, and on-going (chronic) conditions. We can also help with problems you face that make it difficult for you to be healthy.

### Services offered by our Case Managers include:

- We can teach you, in meetings and on the phone, how to prevent or control your chronic disease or health issue.
- We will teach you easy steps you can do every day to keep you well. We will help you achieve your goals.
- We will discuss the benefits and services available to you with you, your family members, and your doctors.
- We will talk with your doctors to coordinate your health care needs.
- We will work with you to get you the community resources, pharmacy prescriptions, and doctor appointments you need.
- We are available to talk with you or your family when you need us.
- We will provide you with a written summary of your Case Management Plan of Care, upon request.

Members may self-refer to our case management programs. This means that you do not need to speak with your doctor about joining Neighborhood's case management programs. **You can call us directly at 1-800-459-6019 to see if Neighborhood's case management programs or services are right for you.**

Beacon Health Strategies (Beacon), our behavioral health partner, provides behavioral health case management services. Members may self-refer to Beacon's case management programs. **You can call Beacon directly at 1-800-215-0058 to see if Beacon's case management programs or services are right for you.**

## Available Case Management Programs

**Children with Special Health Care Needs:** Each family and enrolled child has their own Neighborhood care coordinator to help them get the services they need. Our care coordinators will partner with you to advocate for your child/children and make sure they get all of the benefits offered through the State of Rhode Island's RItE Care program. Neighborhood's care coordinators will:

- Be available to help you make appointments.
- Help you find the pharmacies that have your child's special medications.
- Work to make the behavioral health appointments that your child needs.
- Coordinate transportation and interpreter services on your behalf.

**If you have any questions about this program or your child's care coordinator, please call us at 1-800-459-6019.**

**Care Coordination for Children in Foster Care:** The Department of Children Youth and Families (DCYF) enrolls most children who are placed outside of their home (foster care) into RItE Care, the State's Medicaid Managed Care Program. Foster care children enrolled with Neighborhood receive the same high quality care, service and benefits as all other RItE Care members. Neighborhood works with our enrolled foster care children and their caregivers to make sure that they get the right medical and behavioral services. **For more information on this program or how to become a foster parent, please call 1-800-459-6019.**

**Behavioral Health Case Management:** Behavioral Health Case Management is a short-term program. It can help members with mental health or substance abuse problems get the most out of their treatment. Members choose to be part of this helpful program. Behavioral health case managers can identify and provide information about mental health and substance abuse services, coordinate care among providers, and support members in their efforts to adhere to treatment. **For more information about behavioral health case management, please call 1-800-215-0058.**

## Disease Management Services

Chronic conditions such as **asthma** and **diabetes** can be difficult to manage. Neighborhood's Disease Management team of nurses will work with you and your doctors to help you take care of your condition and to help you lead a healthy and active life. We will tell your doctor about your condition and how we help you stay well. We can also help with environmental or social barriers you face that make it difficult to get and stay healthy.

### As part of our disease management programs you will:

- Learn more about your condition and how to work with your doctor to stay healthy.
- Get mail with information about having special tests, taking medications, important nutrition tips and other things you can do to be healthy.
- Have access to nurses who can help you if you are having difficulty getting and staying healthy.
- Get news about how to take care of your condition in our Close Friends newsletter.

Members may self-refer to our disease management programs. This means that you do not need to speak with your doctor about joining Neighborhood's disease management programs. You can call us directly at 1-800-459-6019 to see if Neighborhood's disease management programs or services are right for you. **To learn more about the disease management services available to you, please call Neighborhood Customer Service 1-800-459-6019 or visit our website at [www.nhpri.org](http://www.nhpri.org).**

# SPECIAL PROGRAMS FOR YOUR HEALTH CARE NEEDS

## ✓ Bright Start Prenatal Program

Neighborhood offers a free program for pregnant moms. We want to help you have a health pregnancy and a healthy baby. As a pregnant mom enrolled in our Bright Start program, you will receive support and information to prepare you for becoming a mom. This program will also help you stay healthy after you have the baby. **To learn more about our Bright Start program, please call Neighborhood Customer Service at 1-800-459-6019 or visit our website at [www.nhpri.org](http://www.nhpri.org).**

## ✓ Quit For Life Smoking Cessation Program

Neighborhood has a free program to help you quit smoking. We want to help you quit smoking to improve the health of you and your family. As a member of Quit for Life, Neighborhood will send you educational materials to help you to make the decision to quit. Neighborhood will provide telephone support to help you become smoke free and covers some types of nicotine replacement therapy such as the patch and gum. **To learn more about this program, please call Neighborhood Customer Service at 1-800-459-6019.**

## ✓ Pharmacy Home

Pharmacy Home is a program that was created by the Rhode Island Department of Human Services (DHS) to help members with many prescriptions take their medications safely. While in the Pharmacy Home Program, only one pharmacy location will be able to fill all of your medications. If you go to a different pharmacy while in the Pharmacy Home Program, Neighborhood will not pay for the medications. To learn more about the Pharmacy Home Program, call Neighborhood Customer Service at 1-800-459-6019.

## ✓ Communities of Care

**Communities of Care** is a new program that was created by Rhode Island's Department of Human Services (DHS) to help Medicaid members better manage their health needs. Members should see their doctor when they have medical needs to avoid going to the Emergency Room (ER) for reasons that can be helped by going to your doctor. ER services remain available for people who are injured or seriously ill. Communities of Care can help members get the care they need and avoid going to the ER if it is not necessary. Members are included because our records show they have used the ER 4 or more times in the last 12 months. As part of this program they are asked to complete a survey about their use of the emergency room. All members are required to choose one primary care doctor and one pharmacy to provide their services. Members in the Communities of Care program have access to enhanced services such as case management and peer navigators. To learn more about the Communities of Care program call 1-401-427-6750.

# OTHER SERVICES TO KEEP YOU HEALTHY

## Immunization Reminders

All children in Rhode Island get free shots to protect them from certain illnesses. Neighborhood sends a “Happy Birthday!” card and reminder to make sure that your son or daughter receives the appropriate immunizations and lead screening for your child. These shots are very good at preventing disease and helping children stay healthy. They also are needed before your child can go to school.

## Lead Screening Reminders

Another way we help your child stay healthy is by paying for lead screenings. A lead screening is a test that looks at your child’s blood to make sure that it is healthy. One way blood can become unhealthy is when children get lead in their blood by eating lead paint chips or breathing lead dust. Neighborhood sends cards to remind parents to get lead screenings for their children.

## Birthday Reminders

It’s important to remember the health care services that we need in order to stay healthy. Neighborhood sends out reminder letters to our enrolled female members each year during your birthday month to remind you of the importance of regular screening for cervical cancer, chlamydia, and sexually transmitted diseases (STDs). When you receive this reminder, be sure to schedule an appointment with your doctor to have these important services, if you have not done so already.

## Nutrition & Weight Management

Nutritional education programs are available for Neighborhood members. These education programs are offered by qualified providers and will provide you or your family member with helpful information about nutrition/healthy eating and exercise/healthy activities. Both exercise and good eating habits are important to reaching and keeping a healthy weight. **To obtain a list of the classes available, call Neighborhood Customer Service at 1-401-459-6019.**

## Parenting & Childbirth Education

Parenting and childbirth education classes are available to Neighborhood members throughout the state. These classes are available to make sure that you and your baby stay healthy during and after your pregnancy. Classes are available to teach you about breastfeeding, your newborn, and also childbirth itself. **Call Neighborhood Customer Service at 1-800-459-6019 for a list of the class locations close to your home.**

## School-based Health Centers

If your children attend any of the following schools, they can receive their routine primary care at the school’s health care clinic: John Deering Middle School, The Met School (Providence), Slater Junior High School and Shea High School. Just choose a doctor from the Neighborhood Provider Directory who works with your child’s school health center.

## Member Newsletter

As a member of Neighborhood, you will receive our newsletter, Close Friends, four times a year. These newsletters have helpful information for you and your family about healthy lifestyle choices, resources and activities in your community, how to use Neighborhood, and how to manage chronic conditions such as asthma and diabetes. Be sure to read our newsletters when you receive them—sometimes, the newsletter will ask you to give us a call to let us know that you read it. If you do, you might be eligible for one of our free giveaways.

# NEIGHBORHOOD'S QUALITY IMPROVEMENT PROGRAM

We want to make sure you have access to high quality health care services that are safe and make you healthier! Neighborhood's Quality Improvement Program tracks important aspects of care. We check the quality of care you receive, and we work to improve quality whenever we see it is needed.

## ✓ Our Quality Improvement Program wants to make sure you have:

- Easy access to quality medical and behavioral care
- Preventative health programs that meet your needs
- Help with any chronic conditions or illnesses you have
- Support when you need it most, such as after hospital visits or when you are sick
- High satisfaction with your doctors and with the health plan

One of the ways we measure quality of care is through HEDIS®. HEDIS® stands for Healthcare Effectiveness Data and Information Set. It was developed by the National Committee for Quality Assurance. The data help us track important health information, such as how often our members see their primary care doctor, take their asthma-controller medications, or have important health screenings.

Neighborhood also wants to make sure you are happy with the services you get from your doctor and from us. To do this, we look at CAHPS® data. CAHPS® stands for Consumer Assessment of Healthcare Providers and Systems. This survey asks questions to see how satisfied you are with the care you receive.

Neighborhood looks at the results of HEDIS® and CAHPS®. Then, we share the information with our providers. We work with our providers to make sure the services they give you and the services we give you add to your health care in a positive way.

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To learn more about Neighborhood's Quality Improvement (QI) Program, what we do to improve your care, or to request hard copies of information about our QI program please call Neighborhood Customer Service at 1-800-459-6019.

# NEIGHBORHOOD CUSTOMER SERVICE IS HERE FOR YOU

We want you to get the services you need to keep you and your family healthy. Members of our staff speak many languages. They can help with any questions or concerns you have. The Customer Service Department is open Monday through Friday from 8:30 am to 5:00 pm.

## Some Important Reasons to Call Customer Service

<p>You need urgent care.</p>	<p>If you are experiencing an emergency, call 911 or go to the nearest emergency room. If you need care quickly but do not need emergency care, contact Neighborhood. We will work with you so that you are able to be seen by your doctor or at an urgent care center.</p>
<p>You have received a bill from your doctor or need to submit a claim for covered services you received.</p>	<p>If a doctor or hospital sends you a bill or if you paid for covered services, Neighborhood will help you resolve the issue. Neighborhood will pay you back when appropriate. To better help you, please make sure you let Neighborhood know as soon as you receive any bill. You can send the receipts to Neighborhood Customer Service, 299 Promenade Street, Providence RI 02908. This includes emergency services received out-of-area.</p>
<p>You want information on how we pay our providers.</p>	<p>The doctors and hospitals in Neighborhood’s network send their bills directly to Neighborhood. Members do not pay these bills. To better help you, please make sure you let Neighborhood know as soon as you receive any bill.</p>
<p>You want information about our provider network.</p>	<p>Call Neighborhood Customer Service to receive a copy of Neighborhood’s Provider Directory. Neighborhood Customer Service also can help you find a provider that is near your home or speaks your language. We can help you find primary care and specialty care doctors. Our staff can answer questions about a doctor’s background. You may want to know what medical school he or she went to, where he or she completed residency, if the doctor is board-certified, and about any special training. This information is also available on the Department of Health website, <a href="http://health.ri.mylicense.com">http://health.ri.mylicense.com</a>.</p>
<p>You would like to change your primary care doctor or your child’s primary care doctor.</p>	<p>Our Provider Directory will tell you where each of the doctor’s offices in our network is located, what languages the doctor speaks, and what hours the office is open. Call Neighborhood Customer Service and tell us you would like to change doctors.</p>
<p>You need transportation to a medical appointment.</p>	<p>Neighborhood will arrange taxi or van transportation for RIte Care members to appointments at a doctor’s office or health center in certain cases. These cases include when your doctor does not want you to ride the bus for health reasons and when you live more than ½ mile away from a bus stop and your doctor’s office and have no way to get there. Call Customer Service to learn more. Bus transportation is also available. RIte Care members may get up to 10 one-way RIPTA bus passes every month for themselves and their children.</p>

Your family size changes.	If there are changes to the number of people in your home, such as a new baby, please call Neighborhood Customer Service. We can make sure we have the correct information for your family. Also, contact your local case worker. When you call us, our Customer Service staff can give you your case worker's phone number if you do not know it.
You have changed your address or telephone number, or moved out of state.	Neighborhood needs the most up-to-date contact information for you and your family. That way, we can send you our newsletter and call you about important changes. Please call us if your mailing address or telephone number changes, or if you move out of state.
You have questions about your benefits or about Neighborhood.	Neighborhood Customer Service can help you understand your benefits and the services available to you. Our staff can answer questions about the health plan's policies, the different departments at Neighborhood, and the work that these departments do.
You have a complaint or would like to file an appeal.	Neighborhood wants to make sure you receive the care and services that you need. If you experience difficulty or are unhappy with the services you or a family member have received, please call us. We will work to resolve the issue. You also can contact us if you need help filing an appeal.
You suspect fraud or abuse.	Your call is free and confidential. Examples of fraud and abuse are listed on page 24.
You are covered under more than one health plan	Coordination of benefits (COB) is a way to decide how medical, dental or other types of care should be paid for when a person is covered under more than one health plan. The primary plan must pay its part of the claim first. The secondary plan is responsible for the balance. This is true even if Neighborhood is not your primary plan.

## INTERPRETER SERVICES

Neighborhood wants you to understand and participate in your health care! To help with this, Neighborhood will provide free interpreter and sign language services for your doctor visits so that you can communicate better with your doctor. **To schedule an interpreter to be present at your next doctor's visit, call your doctor's office or Neighborhood Customer Service at 1-800-459-6019.** A request for interpreter services must be submitted at least forty-eight (48) to seventy-two (72) hours before your appointment. Sign language interpreters should be requested two (2) weeks in advance. Neighborhood is better able to provide the interpreter and sign language services you need when you contact us as soon as possible to request these services.

Many of the doctors in Neighborhood's network speak more than one language. To see if your or your children's doctor speaks your language, refer to Neighborhood's Provider Directory. The language spoken by each doctor our network is listed.

**Important Reminder: If for some reason you cancel a doctor's appointment that Neighborhood has scheduled interpreter or sign language services for, please let us know by calling 1-800-459-6019 so that we may reschedule for your next doctor's appointment.**

# TRANSPORTATION SERVICES

Below are some of the following options available for transportation to and from your doctor's office. Our Customer Service staff is available to answer your questions about transportation services at 1-800-459-6019.

## ✓ RIPTA Bus Transportation

Bus transportation is a benefit available to RIte Care members.

Most RIte Care and RIte Share members who need non-emergency medical transportation are most likely eligible to receive a "Rhody Ten" ride pass. This will provide each eligible member up to 10 one-way bus rides per month to meet their non-emergency medical transportation needs.

Families who receive cash assistance (FIP) or have recently transitioned off of cash assistance will continue to be eligible for an unlimited monthly bus pass to be used for work, training, school or medical appointments.

Follow the steps below to receive and use your RIPTA monthly or "Rhody Ten" bus pass:

- 1) Visit the Customer Service Desk of any Rhode Island Stop & Shop or Shaw's supermarket.
- 2) Show your RI Medical Assistance card. This is the card with the white "anchor" on it.
- 3) Show your children's RI Medical Assistance card (s).
- 4) Present your RIPTA bus pass and your children's bus passes when boarding a RIPTA bus.
- 5) Return to Stop & Shop or Shaw's supermarket on or near the 25th of each month to receive your bus pass for the next month.

For more information, please call the RIte Care Information Line at 1-401-462-5300.

## ✓ Taxi/Van Transportation

Neighborhood will provide taxi / van transportation to medical appointments scheduled at a doctor's office or health center when:

- Your doctor does not want you to ride the bus because of a medical condition
- You live more than one-half mile away from a bus stop and your doctor's office and you do not have a way of getting to a medical appointment.

## ✓ Transportation for Scheduled Doctor Appointments

**To arrange taxi or van transportation for appointments that you scheduled at your doctor's office in advance, contact Neighborhood Customer Service at 1-800-459-6019 at least forty-eight (48) hours before your doctor's appointment.** Please remember that Neighborhood offers taxi transportation only for certain types of appointments, only when your doctor does not want you to ride the bus because of a medical condition, or if you live one-half mile away from a bus stop and your doctor's office. Contact Neighborhood Customer Service to understand whether the transportation you need will be covered.

## ✓ Transportation for Emergency or Urgent Doctor Appointments

Neighborhood can help you schedule same day transportation to your doctor's office only for urgent or emergency visits. **If you require emergency transportation to your doctor's office, contact Neighborhood Customer Service at 1-800-459-6019 immediately for assistance in getting a ride.**

# OUR COMMITMENT TO YOU

## Member Rights and Responsibilities

We support your rights as a member of Neighborhood and want to work with you to be sure that you receive the highest quality health care and services that you deserve. Please read your rights and responsibilities as a member of Neighborhood carefully:

### ✓ Your rights as a member:

- You have the right to receive information about Neighborhood, its services, practitioners and providers, and members' rights and responsibilities.
- You have the right to be treated with respect and recognition of your dignity and right to privacy.
- You have the right to participate with your practitioners in decision-making regarding your health care.
- You have the right to privacy of all records and communications to the extent required by law. (Neighborhood employees follow a strict confidentiality policy regarding all member information.)
- You have the right to respectful, personal attention without regard to your race, national origin, gender, age, sexual orientation, religious affiliation, or preexisting conditions.
- You have the right to obtain a second medical opinion for medical and surgical concerns.
- You have the right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- You have the right to voice complaints or appeals about Neighborhood or the care provided by its practitioners.
- You have the right to make recommendations about Neighborhood's Member Rights and Responsibilities policies.

### ✓ Your responsibilities as a member:

- When you enroll with Neighborhood, you agree to:
- Choose a Primary Care Practitioner (PCP) and Primary Care Site. Your PCP will coordinate all of your medical care. **You may change your PCP at any time by calling Neighborhood Customer Service 1-800-459-6019.**
- Have all of your medical care provided by or arranged by a Neighborhood participating doctor.
- Carry your Neighborhood Identification Card with you and show it whenever you seek medical care.
- Provide, to the extent possible, information that Neighborhood and its practitioners and providers need to care for you.
- Learn about your health problems and help plan treatment you and your PCP agree on.
- Follow the plans and instructions for care that you have agreed on with your practitioners.
- Talk with your PCP about all specialty care. If you need a specialist, your PCP will work with you to make sure you get quality care.
- Call your PCP first for help if you have an urgent medical condition. If an emergency is life threatening, go immediately to the nearest Emergency Room or call 911. You (or a friend or relative) should contact your PCP the next day.
- Let Neighborhood know about changes to your name, home address, telephone number, marital status, number of dependents or if you have other insurance coverage.

Please contact Neighborhood Customer Service at 1-800-459-6019 or Neighborhood's Chief Privacy Officer at 1-401-459-6156 if you have any questions about the Member Rights and Responsibilities Statement.

# COMPLAINTS AND APPEALS: COMMONLY ASKED QUESTIONS

Neighborhood wants you to have quality health care services. These services should meet your needs. They should happen in a timely and respectful manner. To better serve you, Neighborhood has a process for complaints and appeals.

## ✓ **Complaints and appeals may be about:**

- Bills received
- Benefits coverage
- Medical services that were denied or found to be unnecessary
- Medical services you were unhappy with
- Access to appointments
- Quality issues
- Breaches of confidentiality
- Any issues that cause dissatisfaction

## **What Is a Complaint?**

A complaint is an expression of dissatisfaction. It is about the care or services you receive as a Neighborhood member. Complaints may be submitted in writing or over the phone by Neighborhood members or their authorized representative. An authorized representative is a person you choose to act for you, such as a relative, friend or legal counsel. You will need to provide that person with a written authorization to act in your place so we can share protected health information with them. If you would like to obtain an authorization form for this, please contact Neighborhood Customer Service at 1-800-459-6019.

We encourage you to tell us if you have a complaint about access to services, the quality of care received, transportation issues, coverage decisions (including nonpayment of a claim) or any health care experience that left you dissatisfied.

If you need help filing a complaint, call Customer Service at 1-800-459-6019. We can help you. Copies of our complaints and appeals process are also available.

## **Send written complaints to:**

Customer Service: Complaints/Appeals  
Neighborhood Health Plan of Rhode Island  
299 Promenade St.  
Providence, RI 02908

## **What Happens When I Submit a Complaint?**

Neighborhood will contact you within 30 calendar days after receiving your complaint. Sometimes we might ask you for more information. Once we make a decision, we will let you know what it is. We encourage members to share both good and bad experiences with us. This input helps us improve.

If you aren't happy with Neighborhood's decision, you may file a formal complaint or grievance with Customer Service. The complaint may be written or verbal. We will evaluate the complaint and tell you what Neighborhood's decision is within 30 calendar days of receiving it.

## What Is an Appeal?

Neighborhood might make a decision about your benefits, your coverage or your relationship with your health plan that you are not satisfied with. You or your authorized representative (such as a relative or friend) has a right to appeal decisions that Neighborhood makes. You can ask Neighborhood to look again at the care or services that were denied or the decision that was made.

You can submit an appeal in writing or by calling Customer Service at 1-800-459-6019. You have the right to request access to and copies of all documents related to the appeal. You may add information about the appeal to your file in writing or in person.

You can also contact Neighborhood's member advocate at 1-401-459-6172 who can answer your questions and help you with the appeals process.

### Send written appeals to:

Customer Service: Complaints/Appeals  
Neighborhood Health Plan of Rhode Island  
299 Promenade St.  
Providence, RI 02908

### How Does Neighborhood Handle Appeals?

Qualified health plan staff decide on appeals that are not about medical issues. Appeals on medical issues are decided on by qualified health care professionals. Neighborhood will make a fair decision about medical appeals within 15 calendar days of your first request.

If you file your first appeal and you are not satisfied with the decision, you may submit a second appeal. Different health care professionals, in the same or similar specialty as the doctor who recommended your care, will make a decision. Second appeals are also decided within 15 calendar days.

If you are still not satisfied after submitting a second appeal, you can request that an independent review organization (IRO) look at your appeal. Call Customer Service at 1-800-459-6019 for help filing an external appeal to an IRO. Customer Service can also give you written instructions on how to file an external appeal.

### What if I Need a Fast Appeal?

Neighborhood will review your appeal quickly when your doctor feels a delay in your care or treatment might be a medical emergency. If your request is urgent, you or your doctor should call Customer Service at 1-800-459-6019 to request a fast appeal. "Urgent" means the absence of immediate medical attention could place your life or health in jeopardy or cause you severe pain.

For fast appeals, Neighborhood will make a decision within one business day of your request. If more information is necessary, Neighborhood will contact your doctor and make a final decision within 72 hours of receiving your request.

If you make a second fast appeal, Neighborhood will make a final decision about it within 72 hours of the date of your original request.

## More Options for RIté Care Members

RIté Care members who are not satisfied with the outcome of Neighborhood's decision on a complaint or appeal may request a Fair Hearing. You can request a Fair Hearing with the Department of Human Services. Call 1-401-462-5300 (English or Spanish) or 1-401-462-3363 (TTY), after you have exhausted Neighborhood's internal process. They have 30 calendar days to respond to your request. You can also file a complaint with the Department of Health at 1-401-222-6548.

For help with your complaint, grievance or appeal, you may also call Rhode Island Legal Services at 1-401-274-2652.

# BECOME AN ACTIVE PARTICIPANT IN YOUR HEALTH CARE

Neighborhood always welcomes your feedback about the care and services that you receive as a member. We encourage you to contact us or consider some of the following ways that you can make your voice heard as RIte Care member enrolled with Neighborhood.

## ✓ **Committees and Groups You Can Join**

### **RIte Care Consumer Advisory Committee**

The Department of Human Services (DHS) hosts a monthly meeting that RIte Care members can attend to discuss important health care issues. If you would like to attend one of these meetings, please call the RIte Care Info Line at 1-401-462-5300.

### **Neighborhood Focus Groups and Committees**

If you have a great idea or suggestion about how we can improve our policies, services, or the care you receive, we want to hear it! You might be able to work with one of our member advisory committees or participate in a focus group. Call Neighborhood's Member Advocate at 1-401-459-6172 to find out how you can partner with us.

## ✓ **More Important Oppor- tunities to be Active**

### **Call Neighborhood's Member Advocate**

Neighborhood's Member Advocate is always available to hear and address your concerns and experiences when accessing health care services. Our Member Advocate helps Neighborhood members to file complaints and works with health plan staff, consumer advisory groups, and local community-based organizations that interact with Neighborhood members to make sure your needs are addressed. If you would like to speak with Neighborhood's Member Advocate, call 1-401-459-6172.

### **Consider an Advance Directive, Living Will or Durable Power of Attorney**

You have the right to make decisions about your health care. You can refuse treatment or procedures anytime you wish. But one day, you may be unable to make or voice your decisions. These documents help make your wishes known:

- A living will is a set of instructions. It says what should happen if you become seriously ill and are unable to communicate.
- Durable power of attorney lets another person make health care decisions for you. You choose who this person will be. It could be your spouse, a family member, or a friend.
- Advance directives explain the treatment you want if you become seriously ill or injured. Advance directives can be written or spoken.

Ask your primary care doctor about these options. You also can find related forms at the Rhode Island Department of Health website, [www.health.state.ri.us/hsr/directives.php](http://www.health.state.ri.us/hsr/directives.php).

# ✓ Tell Us if You Suspect Fraud or Abuse

Fraud happens when a member or doctor does something that is not honest so that he/she or another person experiences positive results or some type of benefit / incentive. Abuse happens when appropriate business and medical practices are not followed and the result is an unnecessary cost to the Medicaid program. Below are some common examples of fraud and abuse:

- Sharing, loaning, duplicating, altering or selling your Neighborhood or Medical Assistance identification (ID) card so that another person can receive health care services.
- Using another Neighborhood member's Neighborhood or Medical Assistance identification (ID) card to receive health care services.
- Using your doctor's prescription pads or altering/ forging a doctor's written prescription to receive pharmacy drug.
- Receiving health care benefit coverage in both Rhode Island and another state.
- Lying about your income, address or resources in order to become eligible for the RItE Care program.

- Selling or distributing prescriptions that were prescribed to you for your care.
- Doctors or hospitals that bill you or Neighborhood for services that were not provided to you.
- Doctors or hospitals who bill Neighborhood more than once for services that were provided only once.
- Doctors who submit false documentation to Neighborhood so that you may receive services that are only provided when medically necessary.

Neighborhood has an obligation to report cases of fraud and abuse committed by our doctors or members to the State. This helps to ensure the appropriate use and availability of health care resources and services in our state. Neighborhood encourages you to report suspected cases of fraud and abuse or situations that you think may not be "right". **Contact the Neighborhood Compliance Hotline at 1-800-826-6762 to report fraud and abuse and discuss your concerns or contact Neighborhood Customer Service at 1-800-459-6019.** Your call is free and will be kept confidential.

## DISENROLLMENT POLICY

RItE Care members may change health plans during the State's annual open enrollment period, or within 90 days of joining Neighborhood. Members who wish to disenroll at any other time may do so for any of the following reasons: poor quality of care, poor continuity of care (such as lack of access to your PCP or necessary specialty services), discrimination, lack of access to transportation, moving out of state or for other reasonable causes.

If you wish to disenroll from Neighborhood at any time other than open enrollment, you will need to fill out a "Request to Change RItE Care Health Plans Form." **Call Neighborhood's Customer Service at 1-800-459-6019 to request a copy of this form.**

The Rhode Island Department of Human Services will decide, on a case-by-case basis, whether your request to disenroll outside of the open enrollment period is legitimate. There is one exception—children with special health care needs and may enroll or disenroll from Neighborhood at any time.

# YOUR RIGHT TO PRIVACY: NEIGHBORHOOD'S NOTICE OF PRIVACY PRACTICES

**Please review the information below very carefully.** This information describes how health information about you may be used and shared and how you can get this information.

## **When does Neighborhood share my health information with others?**

We share your health information with others, without your approval to:

- Assist in your treatment, by talking with the doctors involved in your plan of care to decide what's best for you.
- Determine whether we will pay for the services provided to you, such as deciding if a health care service is medically necessary.
- Conduct our health care operations, which include things like quality improvement programs.

## **When may Neighborhood share my health information with others?**

**We may also use or disclose your information in the following situations without your consent:**

- To public health authorities for the purpose of controlling disease.
- To authorities allowed by law to receive reports of child abuse or neglect. In addition, we may disclose to these authorities if we believe you have been a victim of abuse, neglect or domestic violence.
- To appropriate organizations to assist in disaster relief efforts.
- To health oversight agencies that license health care professionals, and that conduct investigations and inspections of health care professionals.
- To a person who may have been exposed by you to a communicable disease.

- To report adverse reactions to medications, product defects, and other information, if required by the Food and Drug Administration.
- In the course of any legal action, in response to a court order or, sometimes in response to a subpoena, as long as you have been duly notified or attempts to notify you have been made according to law and the subpoena has not been withdrawn.
- To law enforcement authorities, as long as all applicable legal requirements are met.
- To a medical examiner, such as for identification purposes or determining the cause of death.
- To prevent or lessen a serious and imminent threat to the health or safety of a person or the public if we believe that the disclosure is necessary.
- To comply with workers' compensation laws and other similar programs.
- To you and the Secretary of the United States Department of Health and Human Services ("Secretary") to investigate or determine our compliance with the federal privacy regulations.

In an emergency, we may also share your health information without your approval when we are required by law or public health authorities to do so.

## **Does Neighborhood need my approval before it shares my health information with others?**

Except for the purposes listed above and those permitted or required by the government, Neighborhood will not share your information without your written approval. Even when you have given your approval, you can change your mind as long as you do so in writing before we have shared your information.

## What are my health information rights?

### You have the right to:

- Get a paper copy of this notice if you ask for it.
- Ask us to limit the way we share your information, although we are not required to agree to what you ask.
- Look at and get a copy of the health information we have about you, as provided by law.
- Ask us to change information we have about you in our member file. You must ask us in writing and tell us why you are asking for the change, although we are not required to agree to the change.
- Ask us to contact you in an alternative way. For example, you may ask us to contact you at work only.
- Take back your approval that we share your information. However, you can only do that if the information hasn't already been shared.
- Receive an accounting of when we shared your information, except if it was for payment, treatment or operations, or with your approval.

## What are Neighborhood's duties?

Neighborhood uses many methods to protect your oral, written and electronic health information from illegal use or disclosure. We are required by law to:

- Keep your health information private.
- Provide you with this notice and follow the rules listed here.
- Let you know if we cannot agree to limit how we share your information.
- Agree to reasonable requests to contact you by alternative means or at alternative locations.
- Get your written approval to share your health information for reasons other than those listed above and permitted by law.

Not only do all the physicians and providers in our network know that your information is private and confidential, but Neighborhood's employees know that too. We use training programs for our employees and policies and procedures supported by management oversight to ensure that our employees

know the procedures they need to follow to make sure that your information - whether in oral, written or electronic format - is secure and safeguarded. Additionally, we have other vendors sign Business Associate Agreements that clearly outline their requirement to protect your information and our expectations concerning protecting your oral, written or electronic health information.

Neighborhood reserves the right to change its privacy practices. If our practices change, we will revise this notice and send it to all Neighborhood members. The new practices would apply to all of the health information we have, including the health information we already have about you.

## What if I have questions or need help with this?

**If you need help understanding this notice or you want to exercise any of your rights stated within this notice, please contact Neighborhood Customer Service at 1-800-459-6019.**

## What if I think Neighborhood shared my information incorrectly?

You may complain to the Neighborhood Privacy Officer by calling 1-800-963-1001 and asking for the Director of Organizational Development and Human Resources, or by writing to: Chief Privacy Officer, Attn: Director of Organizational Development and Human Resources, Neighborhood Health Plan of Rhode Island, 299 Promenade Street, Providence, Rhode Island 02908.

You also have the right to complain, in writing, to the Secretary of the United States Department of Health and Human Services. Please ask us if you need help doing that. Your benefits will not be affected if you make a complaint. Here is the address and phone number: Office for Civil Rights, U.S. Department of Health and Human Services, JFK Federal Building, Room 1875, Boston, MA 02203, 1-866-627-7748.

You can also contact neighborhood's Compliance Hotline (1-800-826-6762) to report suspected incidents.

# INFORMATION ABOUT YOUR BENEFITS

## The next section explains: ✓ Member Premiums

- Covered benefits and services available to you as a Neighborhood RIte Care member.
- Covered benefits and services you are eligible to receive out-of-plan through Medical Assistance.
- Benefits and services that are not covered by Neighborhood or Medical Assistance.
- For some pregnant women who buy RIte Care coverage and have copays for covered in-plan services, there are no covered out-of-plan benefits through Medical Assistance.

This information can also be found at [www.nhpri.org](http://www.nhpri.org), or you can call Neighborhood Customer Service at 1-800-459-6019 to ask questions or get additional information about your benefits.

Some Neighborhood members are required to pay monthly premiums to keep their coverage. It is important to make these payments. If you do not pay them for three months in a row, Neighborhood must tell the Rhode Island Department of Human Services and it is possible that you will lose your health coverage.

Neighborhood will send you notification approximately 15 days before your premium is due. This notification will tell you where to send the payment and how much is due. Neighborhood will also send you notification if you have not paid your monthly premium for 3 months in a row. This letter is sent approximately 15 days before the termination of your health coverage. The notice will tell you the amount that is overdue and where to send your payment. Paying the overdue amount means you will stay enrolled in the plan. **Please contact Neighborhood Customer Service at 1-800-459-6019 with questions.**

## Services Covered by Neighborhood for RIte Care Members

The following are covered services available to Neighborhood’s RIte Care members, including children with special health care needs and children in substitute care through DCYF.

Please be aware that you are eligible to receive the following list of services with your Neighborhood member ID card. If you are told that a service is not covered by Neighborhood and still seek to receive these services you will be responsible for payment. **Call Neighborhood Customer Service at 1-800-459-6019 to ask questions or get additional information about your benefits.**

Behavioral Health Care	
Outpatient behavioral health care and substance abuse treatment	<p>There is no limit on medically necessary mental health and substance abuse services. Up to twelve (12) outpatient visits in a calendar year are covered without prior authorization. Prior authorization is required for more than twelve (12) outpatient visits in a calendar year. Physician services, assessment and crisis intervention, outpatient hospital services, outpatient assessment counseling are covered when medically necessary</p> <p>Short and long-term treatment, court-ordered services provided by network providers, and out of area emergency care are covered when medically necessary. Methadone maintenance visits and outpatient Methadone detoxification and collateral visits are covered. Evaluation of Attention Deficit and Hyperactivity Disorder (ADHD) is a covered benefit.</p>

# Services Covered by Neighborhood for Rite Care Members

The following are covered services available to Neighborhood's Rite Care members, including Children with Special Health Care Needs and Children in Substitute Care through DCYF.

Please be aware that you are eligible to receive the following list of services with your Neighborhood member ID card. If you are told that a service is not covered by Neighborhood and still seek to receive these services you will be responsible for payment. **Call Neighborhood Customer Service at 1-800-459-6019 to ask questions or get additional information about your benefits.**

Inpatient	Up to three hundred and sixty-five (365) days of medically necessary inpatient care with prior authorization.  Behavioral health day, evening, partial hospitalization, and/or residential treatment are covered with prior approval. Court-ordered services provided by network providers are covered. Out of area emergency care is covered.
<b>Children's Care</b>	
Newborn care	All routine newborn services including newborn screenings are covered.
Immunizations and vaccines	Neighborhood covers the administration of all the immunizations and vaccines recommended by the RI Department of Health.
Injectable medications	Neighborhood covers most injectable medications with prior authorization from your doctor.
Doctor visits	Well child checkups, application of fluoride varnish, routine visits, including nutritional assessment, education and counseling, and sick visits are covered.  In-network specialty physician office visits are covered. Visits to specialty doctors who do not participate with Neighborhood require prior authorization.
Early Intervention	Speech and language therapy, occupational therapy, physical therapy, evaluation, case management, nutrition, service plan development and review, nursing services, and assistive technology services and devices for children from birth to age three (3) who are certified by the Department of Human Services as eligible for services.
Early, Periodic, Screening, Diagnosis, and Treatment (EPSDT) services	For members up to age 21, in accordance with the RI EPSDT periodicity schedule, services include comprehensive health and developmental history, nutrition assessment, immunization history and developmental assessment, immunizations, physical examination, lead screening, TB test, vision test, hearing test and dental screening/oral examinations by PCP (as part of the comprehensive examination before age one). Includes medically necessary follow-up diagnostic and treatment services for conditions discovered during screenings.
Eye care and eye glasses (for children under age 21)	For members under 21, one eye examination and pair of glasses are covered once per year. Additional visits and eyeglasses covered when medical necessity guidelines are met. Other medically necessary treatment for illness or injury to the eye is covered.

# Services Covered by Neighborhood for Rite Care Members

Family Planning	
Well care for women	<p>Members may receive one (1) comprehensive annual exam, which includes a Pap smear, and up to five (5) gynecology or family planning visits per year. Women may choose any in-network family planning provider for their family planning services.</p> <p>Screening mammograms are covered for women starting at age 40. Diagnostic mammograms are covered for women when medically necessary.</p>
Sexually transmitted diseases (STDs) and HIV	<p>Screening, counseling and treatment for sexually transmitted diseases (STDs) are covered from an in-network provider. For free and confidential treatment of sexually transmitted diseases (STDs) or HIV testing and counseling, contact the RI Department of Health at 1-401-222-2320 to obtain a list of clinics and counseling sites that provide these services.</p>
Obstetric and maternity care services	<p>Physician and hospital services for prenatal care, delivery, and postpartum care provided by a participating Neighborhood doctor and / or hospital. Members may self-refer to any participating Neighborhood Obstetrician or Obstetrician/ Gynecologist for prenatal care (care before your baby is born) and postpartum care (care after your baby is born). Nutritional assessment, education and counseling are covered as part of your prenatal care.</p> <p>Childbirth education and parenting classes are covered without prior authorization. Lactation (breast-feeding) services are covered; prior authorization is required after the first three (3) visits. Manual and electric breast pumps are covered. Hospital grade electric breast pumps require prior authorization.</p> <p>Members are permitted to stay in the hospital up to 48 hours following a normal vaginal delivery and up to 96 hours following a Cesarean delivery. Members may receive up to one (1) home visit and up to four (4) hours each day for four (4) days of home health assistance (HHA) following discharge from the hospital.</p>
Family planning prescriptions	<p>Oral contraceptives, contraceptive patches, intrauterine devices (IUDs), Depo-Provera, cervical caps, and diaphragms are covered when prescribed by a Neighborhood doctor. Over-the-counter family planning supplies including foam, condoms, spermicidal jelly or cream and sponges are covered when prescribed by a Neighborhood doctor. Emergency contraceptive pills are covered when prescribed by a Neighborhood doctor, as needed.</p>
Emergency and Urgent Care/Hospital Services	
Emergency room care and ambulance / emergency transportation	<p>Emergency room treatment and emergency transportation are covered 24 hours a day, 7 days a week, to provide treatment and in order to assess whether a condition needs to be treated as an emergency. This includes emergency medical, behavioral health or substance abuse conditions.</p> <p>Ambulance transportation for emergencies, or in order to assess whether a condition warrants treatment as an emergency service. Non-emergency ambulance transportation is covered when medically necessary. Air ambulance transportation is covered when medically necessary.</p>
Urgent care center visits	<p>Visits to a participating Neighborhood urgent care center are covered.</p>

## Services Covered by Neighborhood for Rite Care Members

Medical inpatient care	Medically necessary inpatient care is covered with prior authorization. Applies to hospitals, rehabilitation centers, and skilled nursing facilities (SNFs) participating with Neighborhood.
Post-stabilization care	Medically necessary, non-emergency services to ensure that a member is stabilized from the time that a hospital requests authorization for services until the member is discharged, a health plan practitioner or the enrollee's PCP arrives and assumes responsibility for the member's care, or the treating hospital and health plan agree to another arrangement.
<b>Outpatient Care</b>	
Primary care	Office visits for routine physical examinations, routine care, and sick visits are covered.
Specialty care doctor visits	Prior authorization is required from doctors for visits to obstetricians. Out of network specialty care visits require a prior authorization. Members can self refer to woman's health specialist including OB/GYN, etc.
Testing and diagnostic procedures	Laboratory tests (including blood tests, anemia testing, dipstick urinalysis, and urine cultures and pregnancy testing); radiology services (x-rays), and other diagnostic services are covered when ordered by a Neighborhood practitioner / provider. Some radiology and laboratory services may require prior authorization.
Rehabilitative therapy	Physical therapy, occupational therapy, speech therapy, language therapy, hearing, and respiratory therapy are covered when medically necessary with prior authorization.  Speech and language therapy, occupational therapy, and physical therapy are covered without prior authorization for children up to age three (3) who qualify for the Early Intervention Program (EIP). Cardiac rehabilitation therapy is covered with prior authorization for up to twelve (12) weeks following hospital discharge and up to twenty-six (26) weeks for risk reduction, illness adjustment and therapeutic services. Each of these therapies is covered when provided in the outpatient hospital setting or when rendered in participating Neighborhood physician offices.
<b>Surgery</b>	
Inpatient, ambulatory, outpatient, emergency and reconstructive surgeries	Inpatient and outpatient /ambulatory surgeries are covered when requested by a participating Neighborhood doctor based on medical necessity. Prior authorization may be required. Outpatient /ambulatory surgical procedures may be performed in the outpatient department of a hospital or in a freestanding surgical care center. Surgery for medical emergencies is a covered benefit.  Plastic surgery is limited to medically necessary surgery needed to treat illness or injury to restore or provide function. Oral surgery is covered only for diseases of the mouth and jaw and accidental injury. Breast reconstruction surgery following a mastectomy (breast removal) is covered. Breast reduction surgery is covered when medically necessary and requires prior authorization.

# Services Covered by Neighborhood for RItE Care Members

Second and Third Medical / Surgical Opinions	
Second and third medical/surgical opinions	Second medical or surgical opinions are covered when received from a participating Neighborhood doctor. Second and third medical or surgical opinions are not required for any services. A third medical or surgical opinion is covered when requested if you do not agree with the second opinion obtained. Prior authorization is required for second and third medical /surgical opinions provided by a doctor who does not participate with Neighborhood (non-participating).
Additional Services	
Asthma care	Covered equipment, supplies and services include: peak flow meters, spacers, nebulizers and masks, regular doctor visits, visits to specialists, other supplies that are medically necessary to manage asthma and asthma medications.
Chemotherapy	Chemotherapy is covered when medically necessary.
Dental care	Coverage is limited to treat an emergency dental condition. An emergency dental condition requires immediate treatment to control bleeding, relieve acute pain, or take care of an acute infection that can lead to loss of teeth (Please see page 28 for fluoride varnish coverage.)  Note: Dental care is not part of Neighborhood's RItE Care benefit package. Dental care is covered through the Medical Assistance Program and dental services are available from any RI dentist who accepts Rhode Island Medical Assistance or participates in RItE Smiles (for children born on or after May 1, 2000). For assistance in finding a dentist, contact Neighborhood Customer Service at 1-800-459-6019.
Diabetes care	Covered equipment, supplies and services include: glucometers and lancets; insulin injection aids and pumps, insulin infusion devices, insulin pumps, cartridges for legally blind, syringes and needles, and therapeutic molded shoes. Annual eye exams, including dilated retinal eye exams, are covered for members who have diabetes. Nutritional classes/counseling and weight management programs are also covered.
Durable medical equipment (DME)	Medically necessary surgical appliances, prosthetic devices, orthotic devices, medical supplies (including disposable supplies, ostomy, diabetic, asthma and enteral supplies), hearing aids, ear molds, molded shoes, diapers, surgical stockings, glucometers, test strips, splints, manual breast pumps and other equipment and supplies are covered. Neighborhood is contracted with DMEnson, a durable medical equipment (DME) and prosthetic and orthotics delivery network vendor. Neighborhood Customer Service can provide information on the available DME providers contracted with DMEnson and what equipment/supplies require prior authorization.
Eye care (for adults 21 and older)	Vision care for members age 21 and older is limited to examinations that include refractions and provision of eyeglasses if needed once every 2 years. Annual eye exams are covered for members who are over twenty-one (21) years of age and have diabetes. Additional visits are covered when medical necessity guidelines are met. Annual eye exams, including dilated retinal eye exams, are covered for members who have diabetes.

## Services Covered by Neighborhood for Rite Care Members

Eyeglasses	For members age 21 and older, eyeglass lenses are covered more than once in 2 years only if there is a change in refraction of at least 0.5 diopter (lens spherical equivalent). Eyeglass frames are covered only every 2 years.
Home health care services	Skilled nursing and rehab care, private duty nursing and homemaking/personal care services are covered when medically necessary with prior authorization.
Hospice care	Hospice care is covered, including respite care, when ordered by a participating Neighborhood doctor. Prior authorization is required for hospice care.
Interpreter services	Interpreter and sign language services for your doctor visits are covered. To schedule an interpreter to be present at your next doctor's visit, call your doctor's office or Neighborhood Customer Service at 1-800-459-6019. A request for interpreter services must be submitted at least seventy-two (72) hours before your appointment. Sign language interpreters are available and should be requested two (2) weeks in advance.
Nursing facility care	Covered when ordered by a participating Neighborhood doctor.
Nutritional classes/counseling and weight management programs	Nutritional assessments, education and counseling are covered as part of your preventive care. Covered when delivered for certain medical conditions and referred by a Neighborhood doctor. Nutritional services / counseling must be provided by a licensed dietician participating with Neighborhood. Weight management programs and medications are a covered benefit with prior authorization when medically necessary (Nutritional classes/counseling and weight management programs are covered for members with diabetes.)
Out-of-area care	Out-of-area emergency care is covered. Out-of-area care that is medically necessary is covered with prior authorization.
Podiatry (foot) care	Covered when provided by a participating Neighborhood doctor for management of specific conditions. Covered for routine care for diabetics.
Prescriptions and over-the-counter (OTC) drugs	Generic substitution for prescribed drugs is required unless specified by the doctor. There is a 30-day supply limit for most generic, brand-name, and non-formulary drugs. Some drugs will have different supply limits: see Neighborhood's Formulary at <a href="http://www.nhpri.org">www.nhpri.org</a> for details or call 1-800-459-6019 to request a copy.  Many over-the-counter drugs are covered when prescribed by a Neighborhood doctor, including nutritional supplements when medically necessary. Refer to the Neighborhood's Formulary at <a href="http://www.nhpri.org">www.nhpri.org</a> for drugs requiring prior authorization or call 1-800-459-6019 to request a copy.
School-based health centers	Covered services provided by designated school-based health centers are covered.
Smoking cessation	Smoking cessation, counseling, classes and medications are covered.
Transplant services	Covered when ordered by a participating Neighborhood doctor. Prior authorization is required.

## Services Covered by Neighborhood for RItE Care Members with Extended Family Planning (EFP) Coverage

The following is the complete list of covered services available to Neighborhood’s RItE Care members with Extended Family Planning (EFP) coverage. Please be aware that you are eligible to receive the following list of services with your Neighborhood member ID card. If you are told that a service is not covered by Neighborhood and still seek to receive these services you will be responsible for payment. **Call Neighborhood Customer Service at 1-800-459-6019 to ask questions or get additional information about your benefits.**

Well care for women	Members may receive one (1) comprehensive annual exam, which includes a Pap exam and up to five (5) gynecology or family planning related visits per year. Female members may choose their family planning provider from any in-network provider.
Laboratory services	Anemia testing, dipstick urinalysis, pregnancy testing and urine cultures are covered.
Family planning prescriptions	Oral contraceptives, contraceptive patches, intrauterine devices (IUDs), Depo-Provera, cervical caps, and diaphragms are covered when prescribed by a Neighborhood doctor. Emergency contraceptive pills are covered when prescribed by a Neighborhood doctor, as needed. There is a copayment for prescriptions.  Over-the-counter family planning supplies including foam, condoms, spermicidal jelly or cream and sponges are covered when prescribed by a Neighborhood doctor.
Outpatient (in-office) procedures	Covered benefits are limited to the following office / clinic / outpatient procedures if indicated: tubal ligation; implantable contraceptive capsules or IUD insertion and removal.
Referrals for other services	Referrals may be made to the State STD clinic for treatment, if indicated; and referral to the State confidential HIV testing and counseling sites, if indicated.  Contact the RI Department of Health at 1-401-222-2320 to obtain a list of clinics and counseling sites that provide these services.
Interpreter services	Interpreter and sign language services for doctor visits are covered. <b>To schedule an interpreter to be present at your next doctor’s visit, call your doctor’s office or Neighborhood Customer Service at 1-800-459-6019.</b> A request for interpreter services must be submitted at least seventy-two (72) hours before an appointment. Sign language interpreters are available and should be requested two (2) weeks in advance.

# Services Covered by RI Medical Assistance for RIte Care Members

These are the covered services / procedures available to most RIte Care members through Rhode Island Medical Assistance. There are no covered, out-of-plan benefits through Medical Assistance for some pregnant women who buy RIte Care coverage and have copays for covered, in-plan services. **Call Neighborhood Customer Service at 1-800-459-6019 to ask questions or get additional information about your benefits.**

Adolescent pregnancy and parenting services	Social and educational case management services available to women under twenty (20) years of age.
AIDS case management	Non-medical case management is available.
CEDARR	Services provided by CEDARR Family Center Services or CEDARR Direct Services
Chiropractic services	Covered when medically necessary for children under the age of 21. Prior approval from the State is necessary.
Dental services	Routine dental check-ups and treatment for adults and children are available from any RI dentist who accepts Rhode Island Medical Assistance or participates in RIte Smiles (for children born on or after May 1, 2000). Show your Rhode Island Medical Assistance white card with the “anchor” on it. <b>For assistance in finding a dentist, contact Neighborhood Customer Service at 1-800-459-6019</b>
Head Start	Non-medical case management is available for children in Head Start.
Lead program	Lead program home assessment and non-medical case management provided by the Rhode Island Department of Health or Lead Centers for lead-poisoned children.
Mental health and substance abuse services provided by doctors who do not participate with Beacon Health Strategies	Services that are ordered by the court in which the court order specifies a doctor who does not participate with Beacon Health Strategies (Neighborhood’s behavioral health partner)
Other services	Medically necessary services that are not covered by Rhode Island Medical Assistance to treat a condition that is discovered during an EPSDT screening. Medically necessity and prior authorization are determined by the State.

# Services Covered by RI Medical Assistance for RIte Care Members

<p>Services for children and adolescents</p>	<p>These include:</p> <ul style="list-style-type: none"> <li>• Comprehensive emergency services (administered by DCYF)</li> <li>• Child sexual abuse evaluations; parent / child evaluations</li> <li>• DCYF-ordered emergency room evaluations (prior approval by the State is required)</li> <li>• DCYF-ordered administratively necessary inpatient days</li> <li>• Early Start Programs (administered by DCYF)</li> <li>• Intensive community-based treatment (administered by DCYF; prior approval by the State is required)</li> <li>• Residential substance abuse treatment services for adolescents age 13-17</li> <li>• Residential treatment for children ordered by DCYF</li> </ul>
<p>Services for the Seriously and Persistently Mentally Ill (SPMI) Adults</p>	<p>These include:</p> <ul style="list-style-type: none"> <li>• Individual, group, and family psychiatric therapy</li> <li>• Acute psychiatric inpatient hospitalization</li> <li>• Emergency room visits for psychiatric emergencies</li> <li>• Day treatment</li> <li>• Inpatient psychiatric facility services for individuals under age 21 or 22 if confined beyond the 21st birthday</li> <li>• Community psychiatric supportive treatment</li> </ul>
<p>Special education services</p>	<p>Special education services for children with special health needs or developmental delays, as defined in the child’s Individual Education Plan (IEP).</p>
<p>Transportation services</p>	<p>Most RIte Care and RIte Share members who need non-emergency medical transportation are eligible to receive a “Rhody Ten” ride pass. This will provide each eligible member up to 10 one-way bus rides per month to meet their non-emergency medical transportation needs. These passes will be available at Stop and Shop and Shaw’s supermarkets throughout the state.</p> <p>Families who receive cash assistance (FIP) or have recently transitioned off of cash assistance will continue to be eligible for an unlimited monthly bus pass to be used for work, training, school or medical appointments.</p> <p>Families must present each member’s white Medical Assistance card at the supermarket customer service desk in order to receive the Rhody Ten ride pass or the unlimited monthly RIPTA bus pass.</p> <p>Neighborhood will help you arrange taxi/van transportation to medical appointments scheduled at a doctor’s office or health center when your doctor does not want you to ride the bus because of a medical condition or you live more than one-half mile away from a bus stop and your doctor’s office and you do not have a way of getting to a medical appointment. Refer to the Transportation Services section of this Member Handbook to learn more about how to obtain a free RIPTA bus pass and how to work with Neighborhood’s Customer Service Department to arrange taxi or van transportation.</p>

## Non-Covered Benefits / Services for Rite Care Members

Non-covered services are not paid for by Neighborhood or Medical Assistance. If you would like to receive a service that is non-covered, you must pay for it.

**Information about non-covered services can also be found at [www.nhpri.org](http://www.nhpri.org), or you can call Neighborhood Customer Service at 1-800-459-6019 to ask questions or get additional information about your benefits.** The list below provides examples of non-covered services. This list is not meant to be all-inclusive and members should contact Neighborhood Customer Service at 1-800-459-6019 for questions on benefit coverage.

- Experimental Procedures
- Abortion services, except to preserve the life of the woman, or in cases of rape or incest
- Private rooms in hospitals (unless medically necessary)
- Cosmetic surgery
- Infertility Treatment Services
- Medications for sexual or erectile dysfunction

# NOTES

## Neighborhood has Your Doctor!

As a member, you can choose from thousands of doctors and specialists in Rhode Island. We have over **4,000 doctors** in our network:

- Over 900 primary care practitioners
- More than 2,700 specialists
- Over 480 behavioral health doctors

### To see who's in our network, check out our provider directory:

- ✓ **Go to [www.nhpri.org](http://www.nhpri.org)** and search our online directory by clicking on “**Find a Doctor.**”  
*or*
- ✓ **Call** Neighborhood Customer Service at **1-800-459-6019**. One of our helpful Representatives can help you find a doctor that's right for you.  
*or*
- ✓ **Fill out and mail** this postage-free form, and we will send you a hard-copy provider directory that lists our entire network of doctors, specialists, etc.

*Thank you for being a Neighborhood member!*

### Please send me a Neighborhood Health Plan of Rhode Island Provider Directory

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

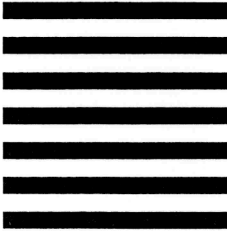


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IF MAILED  
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ATTENTION: MARKETING DEPARTMENT  
299 PROMENADE STREET  
PROVIDENCE, RI 02908-9924



Please seal here with tape. Do not staple.

