

# Section 1

## Introduction to Neighborhood Health Plan of Rhode Island (Neighborhood)

- Welcome to Neighborhood
- Who We Are
- Essential Telephone Number Directory
- Directions to Neighborhood
- Confidentiality
- New! Rhody Health Partners

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## Welcome to Neighborhood

We at Neighborhood Health Plan of Rhode Island (Neighborhood) are very pleased you and your staff have chosen to be part of our provider network. We look forward to developing a strong relationship partnering with you to provide high quality health care to our members. This Provider Manual is designed to guide you in working with us and supplements your Agreement with Neighborhood. The manual includes valuable information specific to the benefits of our members, the services provided by Neighborhood, and the policies and procedures that have been put in place to ensure satisfaction for both our members and providers. Please call or fax Neighborhood Customer Service with any questions you may have at 1-401-459-6020 (phone) or 1-401-459-6021 (fax).

As an organization, Neighborhood continually strives to embody the following Mission, Vision, and Values in our employees' day-to-day work and interactions with external customers:

### Mission

Neighborhood Health Plan of Rhode Island, an innovative health plan in partnership with community health centers, is a catalyst for improved access and better health in Rhode Island, especially for vulnerable populations.

### Vision

To advance its mission, Neighborhood is working to create a world where:

Everyone in Rhode Island has comprehensive health care coverage and access to high-quality health care.

Community health centers are models for the delivery of high-quality, cost-effective primary care and the building blocks of community health in their respective communities.

As Rhode Island's essential health care financing partner, Neighborhood helps transform health care delivery in the state.

Neighborhood members are actively engaged in their health and health care.

### Values

**Collaboration:** Because Neighborhood's work requires strengthening many types of communities, we rely on healthy partnerships with others to accomplish our mission.

**Respect:** Neighborhood believes that people should be treated with dignity.

**Innovation:** Neighborhood looks for new ways to meet the needs of the people we serve and with whom we work.

**Improvement:** Neighborhood is driven to become better at all the things we do.

**Stewardship:** Because resources are limited, it is Neighborhood's responsibility to be effective and efficient in how we work.

**Social Justice:** Neighborhood cares about those who are disenfranchised from the health care system and works to ensure that access to care becomes more equitable.

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## **Who We Are**

Neighborhood is a health plan committed to serving its members and providers and contributing to effective change in the Rhode Island health care system. Working collaboratively with key community partners like the Community Health Centers (CHC) and our colleagues throughout the state, we continue to sustain and improve our provider network and health plan benefits in order to deliver high quality health care to our members in a cost-effective manner.

## **Who we serve**

The more than 70,000 members we serve represent the diverse population that call Rhode Island home. The majority of our members are mothers and children, working families who would not have access to affordable health insurance if not for Neighborhood.

## **Who works at Neighborhood**

Neighborhood employs more than 185 staff, most of whom live in the cities, towns and neighborhoods we serve. Our diverse and talented employees are committed to the mission of Neighborhood, working to be catalysts for improved access and better health in Rhode Island. Our staff provides excellent service to our members and providers alike, working daily to contribute to providing quality health care in a cost-effective manner.

## **Who we work with**

Neighborhood was founded in 1993 by the Rhode Island Community Health Centers ([www.rihca.org/](http://www.rihca.org/)) and is proud of its community-based heritage. Like the CHCs, we seek to become integrally connected to the local community and the partners with whom we collaborate. Our current network of providers includes the CHCs and thousands of other private practices and specialists. Our primary financing partner is the State of Rhode Island, for which we deliver RIte Care, and other managed care Medicaid benefits. Additionally, we join with hundreds of dynamic organizations throughout Rhode Island to effectively transform health care delivery in our state.

## **How we do it**

Neighborhood is committed to delivering the highest quality services. We have been rated “Excellent” by the National Committee for Quality Assurance (NCQA) since 2001 and work with our provider sites to achieve the highest standards of care. We have a record of innovation that includes unprecedented service to children with special health care needs, children in the state foster care system and members requiring medical interpretation services. At the same time, we are mindful stewards of precious resources and funds.

# Essential Telephone Number Directory

If You Have a Question About	Please Call and Ask For
<p><b>Behavioral Health /Substance Abuse</b> Clinical Information Claims Inquiry</p> <p>Outpatient Clinical Review</p> <p>Credentialing/Provider Relations</p> <p>Claims Inquiry</p>	<p><b>Beacon Health Strategies, LLC</b> 1-800-215-0058 or 1-800-963-1001 Fax 1-781-994-7633</p> <p>Fax: 1-781-994-7634 eServices: 1-800-206-6120</p> <p>1-781-995-7556 Fax: 1-781-994-7639</p> <p>1-888-249-0478</p>
<p><b>Medical Management / Authorizations</b> Ancillary Services, Case Management, Clinical Issues, Clinical Quality, Disease Management, Hospitalizations, Requests for Authorizations</p>	<p><b>Clinical Administrative Support</b> 1-401-459-6060 Fax: 1-401-459-6023</p>
<p><b>Claims</b> Billing Questions Claims Issues</p> <p><b>Interactive Voice Response System (IVR)</b> Member Eligibility, Claims Status, and/or Authorization Review IVR Help Desk</p> <p><b>Marketing</b> Member Recruitment</p> <p><b>Member Services</b> Member Education/Inquiries Member Eligibility/Site Changes Interpreter and Transportation Services</p> <p><b>Pharmacy</b> Complete drug formulary online: <a href="http://www.nhpri.org">www.nhpri.org</a> General Questions Prior Authorization</p> <p><b>Provider Services</b> Provider Support Provider Recruitment Practice Changes</p> <p><b>Credentialing</b></p>	<p><b>Neighborhood Customer Service</b> 1-401-459-6020 or 1-800-459-6019 Customer Service Fax: 1-401-459-6021</p> <p>1-401-459-6610</p> <p>Pharmacy Fax: 1-401-459-6023</p>
<p>Quality Management Disease Management</p>	<p>1-401-459-6000</p>
<p>RItE Care Infoline</p> <p>Adults in Managed Care Help Line</p> <p>EDS Infoline</p>	<p>1-401-462-5300 (for all languages)</p> <p>1-401-784-8877</p> <p>1-401-784-8100</p>

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## Directions to Neighborhood

Neighborhood Health Plan of Rhode Island is located at:  
299 Promenade Street, Providence, RI 02908  
1-401-459-6000 (local) 1-800-963-1001 (toll free)

### From the North (Traveling on Interstate 95 South)

Take Exit 22. Stay to the left and exit for Providence Place (22c). At bottom of the ramp you must bear right on Kinsley Avenue; get into left lane, following the road through U-turn onto Promenade Street. Travel Promenade Street for about ¼ mile. Enter the parking lot just before the Rhode Island Board of Governors for Higher Education (RIBGHE) building. Neighborhood is behind RIBGHE. Visitor parking is available near the “NHPRI” letters on our building. Our entrance and reception area faces RIBGHE.

### From the South (Traveling on Interstate 95 North)

(1) Take Exit 22 (Downtown). Take left fork in exit ramp. Bear to the right for Pleasant Valley Parkway exit (Providence Place). Exit ramp brings you onto Kinsley Avenue. Follow Kinsley Avenue heading to the backside of Providence Place making the U-turn onto Promenade Street. Travel Promenade Street for about ¼ mile. Enter the parking lot just before the Rhode Island Board of Governors for Higher Education (RIBGHE) building. Neighborhood is behind RIBGHE. Visitor parking is available near the “NHPRI” letters on our building. Our entrance and reception area faces RIBGHE.

(2) From I-95, take Exit 16 (Route 10 exit to Cranston). Bear to the left in the exit ramp onto Route 10 North. Stay on Route 10 for 3.5 miles and take the Dean Street exit. Bear to the left on ramp and at light take a left onto Pleasant Valley Parkway. Continue to the bottom of the hill where you turn right onto Kinsley Avenue. Follow Kinsley Avenue heading to the backside of Providence Place making the U-turn onto Promenade Street. Travel Promenade Street for about ¼ mile. Enter the parking lot just before the Rhode Island Board of Governors for Higher Education (RIBGHE) building. Neighborhood is behind RIBGHE. Visitor parking is available near the “NHPRI” letters on our building. Our entrance and reception area faces RIBGHE.

### From the East (Traveling on Interstate 195 West)

From I-195 West merge with I-95 North. Take Exit 22 to U.S. Route 6/R.I. Route 10/Downtown. Bear to left of the exit heading to U.S. Route 6/Route 10. Once on that portion of the ramp, stay to the right and exit for Pleasant Valley Parkway (Providence Place). Follow that exit ramp bearing right onto Kinsley Avenue. Follow Kinsley Avenue heading to the backside of Providence Place making the U-turn onto Promenade Street. Travel Promenade Street for about ¼ mile. Enter the parking lot just before the Rhode Island Board of Governors for Higher Education (RIBGHE) building. Neighborhood is behind RIBGHE. Visitor parking is available near the “NHPRI” letters on our building. Our entrance and reception area faces RIBGHE.

### From Smith Street near the State House

Go past the State House (on your left) and at the second traffic signal, turn left onto Park Street (you will be parallel to Route 95). At the bottom of the hill, take a right onto Promenade Street. Travel Promenade Street for about ¼ mile. Enter the parking lot just before the Rhode Island Board of Governors for Higher Education (RIBGHE) building. Neighborhood is behind RIBGHE. Visitor parking is available near the “NHPRI” letters on our building. Our entrance and reception area faces RIBGHE.

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## **Confidentiality**

Neighborhood and its employees are in possession of a broad range of confidential information. The improper use or disclosure of this information could be harmful to Neighborhood or its members, providers, employees or business partners. Therefore, each Neighborhood employee has an obligation to protect and properly use all confidential information ethically and in accordance with the law and/or our contractual obligations. To that end:

All employees, including temporary staff, consultants, students and interns, receive Privacy Training and are required to read and sign Neighborhood's Confidentiality Policy.

Neighborhood requires that its subcontractors and business partners agree to protect the confidentiality of the information we disclose to them and sign a Business Associate Agreement that outlines their responsibilities relative to protected health information.

Neighborhood includes a clause on confidentiality in all of its contractual agreements with its participating providers.

In order to ensure appropriate oversight of all aspects of confidentiality, Neighborhood has an internal Security Review Team charged with the responsibility for ensuring that policies and processes are in place to safeguard confidential information and are implemented and followed throughout the organization, and with those entities with whom we have agreements

## **Member/Patient Information**

Neighborhood employees are required to protect and maintain the confidentiality of all member information in accordance with the law. Confidential information regarding Neighborhood members is not used, discussed or disclosed unless supported by a legitimate business purpose. Questions regarding the appropriateness of releasing confidential information are addressed to the Neighborhood Chief Privacy Officer. The Chief Privacy Officer can be reached at 1-401-459-6000.

## **Proprietary Information**

Practitioner information, as well as information pertaining to Neighborhood's competitive position, business strategies, payment and reimbursement is considered proprietary and is shared only with staff that have a need to know such information in order to perform the functions of their job. Neighborhood employees are instructed to seek guidance from their supervisor or the Chief Privacy Officer regarding whether information is proprietary or whether proprietary information can be shared.

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# New! Rhody Health Partners

## Overview

Neighborhood Health Plan of Rhode Island is pleased to serve adults with disabilities receiving Medicaid-only through the state's Rhody Health Partners program.

## Rhody Health Partners

Rhody Health Partners is DHS' comprehensive health plan option for adults with disabilities based on the successful RItE Care model. Neighborhood is one of two participating health plans.

## Eligible Participants

More than 12,000 adults with disabilities who are Medicaid-only eligible can choose to enroll in the Rhody Health Partners comprehensive health plan program.

## Benefits Through Neighborhood

We help members and their families break through barriers to care... no longer are they alone in trying to manage a complex and intimidating system. Some of the services and benefits we provide to overcome these barriers include:

- Knowledgeable and friendly customer service from locally-based, multi-lingual representatives,
- Diligent assistance in obtaining specialist doctor appointments and rides,
- A large network of outstanding doctors and specialists including behavioral health providers,
- Compassionate nurse case managers who make sure your clients get high quality care, and
- Excellent pharmacy and medical equipment benefits and service (by mail order, if desired).

## Effective Dates

Adults with disabilities will be able to join Neighborhood beginning April 1, 2008.

## Enrollment Process

Beginning February 1, 2008 and continuing for five months, based on a geographically driven rolling admission process, DHS will assign adults with disabilities to a Rhody Health Partners' participating health plan or Connect Care Choice.

- If your clients are already assigned to Neighborhood, they should not do anything.
- If your clients wish to switch to Neighborhood, they should fill out the form sent by DHS and make the appropriate selection before the deadline.

Note: DHS is sending enrollment letters based on geographic location.

Please call Neighborhood Customer Service at 1-800-459-6019 with any questions.