

**Neighborhood INTEGRITY (Medicare-Medicaid Plan) offered by
Neighborhood Health Plan of Rhode Island**

Annual Notice of Changes for 2018

<Member name>

<Address>

<Address>

<City, State Zip Code>

You are currently enrolled as a member of Neighborhood INTEGRITY. **Next year, there will be some changes to the plan's benefits. This Annual Notice of Changes tells you about the changes.**

If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.



Table of Contents

A. Think about Your Medicare and Medicaid Coverage for Next Year.....	3
B.Changes to the network providers and pharmacies	7
C.Changes to benefits for next year	7
Changes to benefits for health care services	7
Changes to prescription drug coverage	8
D. Administrative changes.....	10
E. Deciding which plan to choose.....	10
If you want to stay in Neighborhood INTEGRITY	10
If you want to change plans	10
F. Getting help	13
Getting help from Neighborhood INTEGRITY	13
Getting help from the state enrollment broker	14
Getting help from the RIPIN Healthcare Advocate	14
Getting help from the State Health Insurance Assistance Program (SHIP)	14
Getting help from Medicare	14
Getting help from Medicaid.....	15



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

A. Think about Your Medicare and Medicaid Coverage for Next Year

It is important to review your coverage now to make sure it will still meet your needs next year. If it does not meet your needs, you can leave the plan at any time.

If you leave our plan, you will still be in the Medicare and Medicaid programs as long as you are eligible.

- You will have a choice about how to get your Medicare benefits (go to page 10 to see your choices).
 - You will be enrolled in Neighborhood UNITY for your Medicaid services. Your Medicaid services include most long-term services and supports (LTSS) (if you are eligible) and behavioral health care. You will get a new Member ID Card, a new *Member Handbook*, and a new *Provider and Pharmacy Directory*.
-



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

Additional Resources

- If you speak Spanish or Portuguese, language assistance services, free of charge, are available to you. Call 1-844-812-6896 (TTY 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. On Saturday afternoons, Sundays and federal holidays, you may be asked to leave a message. The call is free.
- Si habla español, tenemos a su disposición servicios de asistencia gratuitos en su idioma. Llame al 1-844-812-6896 (TTY o TDD 711) de lunes a viernes de 8 am a 8 pm, y sábados de 8 am a 12 mediodía. Los sábados por la tarde, domingos y días feriados nacionales puede dejar un mensaje y le devolveremos la llamada el siguiente día hábil. La llamada es gratuita.
- Se falar Português, estão disponíveis para si serviços de apoio linguístico, gratuitamente. Ligue para o 1-844-812-6896 (TTY/TDD 711), das 8 am às 8 pm, de segunda a sexta-feira; das 8 am às 12 pm ao sábado. Aos sábados à tarde, domingos e feriados federais, poderá ser convidado a deixar uma mensagem. A sua chamada será devolvida no próximo dia útil. A chamada é grátis.
- You can get this Annual Notice of Changes for free in other formats, such as large print, braille, or audio. Please call Member Services at 1-844-812-6896, 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. TTY users should call 711. The call is free.
- Our plan can also give you materials in Spanish and Portuguese and in formats such as large print, braille, or audio. Call Member Services to make a standing request to receive your materials now and in the future, in your requested language or alternate format.

About Neighborhood INTEGRITY

- Neighborhood INTEGRITY (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Rhode Island Medicaid to provide benefits of both programs to enrollees.
- Coverage under Neighborhood INTEGRITY qualifies as minimum essential coverage (MEC). It satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information on the individual shared responsibility requirement for MEC.
- Neighborhood INTEGRITY is offered by Neighborhood Health Plan of Rhode Island. When this *Annual Notice of Changes* says “we,” “us,” or “our,” it means Neighborhood Health Plan of Rhode Island. When it says “the plan” or “our plan,” it means Neighborhood INTEGRITY.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

Disclaimers

Limitations and restrictions may apply. For more information, call Neighborhood INTEGRITY Member Services or read the *Member Handbook*. This means that you may have to pay for some services and that you need to follow certain rules to have Neighborhood INTEGRITY pay for your services.

Benefits as well as the List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

If you get or become eligible for long-term services and support (LTSS), you may have to pay part of the cost of these services. This amount is determined by the Rhode Island Medicaid Program.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

Important things to do:

- Check if there are any changes to our benefits that may affect you.** Are there any changes that affect the services you use? It is important to review benefit changes to make sure they will work for you next year. Look in sections C, page 7 and D, page 10 for information about benefit changes for our plan.
- Check if there are any changes to our prescription drug coverage that may affect you.** Will your drugs be covered? Are they in a different tier? Can you continue to use the same pharmacies? It is important to review the changes to make sure our drug coverage will work for you next year. Look in section C, beginning on page 7 for information about changes to our drug coverage.
- Check to see if your providers and pharmacies will be in our network next year.** Are your providers in our network? What about your pharmacy? What about the hospitals or other providers you use? Look in section B, page 7 for information about our *Provider and Pharmacy Directory*.
- Think about your overall costs in the plan.** How do the total costs compare to other coverage options?
- Think about whether you are happy with our plan.**

If you decide to stay with Neighborhood INTEGRITY:

If you want to stay with us next year, it's easy – you don't need to do anything. If you don't make a change, you will automatically stay enrolled in our plan.

If you decide to leave Neighborhood INTEGRITY:

If you decide other coverage will better meet your needs, you can leave our plan at any time. If you leave our plan, your new coverage will begin on the first day of the following month. Look in section E, page 10 to learn more about your choices.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

B. Changes to the network providers and pharmacies

Our provider and pharmacy networks have changed for 2018.

We strongly encourage you to review our current *Provider and Pharmacy Directory* to see if your providers or pharmacy are still in our network. An updated *Provider and Pharmacy Directory* is located on our website at www.nhpri.org/INTEGRITY. You may also call Member Services at 1-844-812-6896 (TTY/TDD 711) for updated provider information or to ask us to mail you a *Provider and Pharmacy Directory*.

It is important that you know that we may also make changes to our network during the year. If your provider does leave the plan, you have certain rights and protections. For more information, see Chapter 3 of your *Member Handbook*.

C. Changes to benefits for next year

Changes to benefits for health care services

We are changing our coverage for certain health care services next year. The following table describes these changes.

	2017 (this year)	2018 (next year)
Mail order for certain prescription drugs	No mail order service benefit.	Mail order is now available for certain drugs.
60- to a 90-day supply of prescription drugs at a retail pharmacy for Tier 1 (generic drugs)	Not currently available.	60- to a 90-day supply of certain prescription drugs is available through a limited number of retail pharmacies.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

	2017 (this year)	2018 (next year)
60- to a 90- day supply of prescription drugs at a retail pharmacy for Tier 2 (brand drugs)	Not currently available	60- to a 90-day supply of certain prescription drugs is available through a limited number of retail pharmacies.
60- to a 90- day supply of prescription drugs at a retail pharmacy for Tier 3 (Non-Medicare Prescription and Over The Counter (OTC) Drugs)	Not currently available	60- to a 90-day supply of certain prescription drugs is available through a limited number of retail pharmacies.

Changes to prescription drug coverage

Changes to our Drug List

An updated List of Covered Drugs is located on our website at www.nhpri.org/INTEGRITY. You may also call Member Services at 1-844-812-6896 (TTY/TDD 711) for updated provider information or to ask us to mail you a List of Covered Drugs. The *List of Covered Drugs* is also called the “Drug List.”

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs.

Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.

If you are affected by a change in drug coverage, we encourage you to:

- **Work with your provider (or other prescriber) to find a different drug** that we cover. You can call Member Services at 1-844-812-6896 (TTY/TDD 711) to ask for a list of covered drugs that treat the same condition. This list can help your provider find a covered drug that might work for you.
- **Work with your provider (or other prescriber) and ask the plan to make an exception** to cover the drug. To learn what you must do to ask for an exception, see Chapter 9 of the *2018 Member Handbook* or call Neighborhood INTEGRITY at 1-844-812-6896. If you need help asking for an exception, you can contact Member Services.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

- **Ask the plan to cover a temporary supply** of the drug. In some situations, we will cover a **one-time**, temporary supply of the drug during the first 90 days of the calendar year. *This temporary supply will be for up to 30 days.* (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section D, of your *Member Handbook*.) When you get a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

If you requested a formulary exception in 2017, you should check your approval letter to determine whether it was approved beyond the end of 2017.

Changes to prescription drug costs

There are no changes to the amount you pay for prescription drugs in 2018. Read below for more information about your prescription drug coverage.

The following table shows your costs for drugs in each of our 3 drug tiers.

	2017 (this year)	2018 (next year)
<p>Drugs in Tier 1 (generic drugs)</p> <p>Cost for a one-month supply of a drug in Tier 1 that is filled at a network pharmacy</p>	<p>Your copay for a one-month (30-day) supply is \$0 per prescription.</p>	<p>Your copay for a one-month (30-day) supply is \$0 per prescription.</p>
<p>Drugs in Tier 2 (brand drugs)</p> <p>Cost for a one-month supply of a drug in Tier 2 that is filled at a network pharmacy</p>	<p>Your copay for a one-month (30-day) supply is \$0 per prescription.</p>	<p>Your copay for a one-month (30-day) supply is \$0 per prescription.</p>



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

	2017 (this year)	2018 (next year)
<p>Drugs in Tier 3 (Non-Medicare Prescription and Over The Counter (OTC) Drugs) Cost for a one-month supply of a drug in Tier 3 that is filled at a network pharmacy</p>	<p>Your copay for a one-month (30-day) supply is \$0 per prescription</p>	<p>Your copay for a one-month (30-day) supply is \$0 per prescription</p>

D. Administrative changes

Administrative changes include but are not limited to prior authorization changes, plan benefit package numbers, and benefit clarifications.

	2017 (this year)	2018 (next year)
Cardiac and Pulmonary Rehabilitation	Cardiac and Pulmonary Rehabilitation requires prior authorization.	Cardiac and Pulmonary Rehabilitation does not require prior authorization.
Hospice	Hospice requires prior authorization.	Hospice does not require prior authorization.
<p>Opioid Treatment Program (OTP) Health Home services *Benefit Clarification</p>	OTP Health Home services is a covered benefit but is not listed in the 2017 Member Handbook.	OTP Health Home services continue to be a covered benefit. This benefit is listed in the 2018 Member Handbook.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

E. Deciding which plan to choose

If you want to stay in Neighborhood INTEGRITY

We hope to keep you as a Member next year.

To stay in our plan you don't need to do anything. If you do not change to a Medicare Advantage Plan, change to Original Medicare, enroll in a Medicare Part D plan, or disenroll from Neighborhood INTEGRITY and enroll in Neighborhood UNITY for your Medicaid benefits, you will automatically stay enrolled as a member of our plan for 2018.

If you want to change plans

You can end your membership at any time by enrolling in another Medicare Advantage Plan, moving to Original Medicare, enrolling in a Medicare Part D plan, or disenrolling from Neighborhood INTEGRITY and enrolling in Neighborhood UNITY for your Medicaid benefits.

These are the four ways people usually end membership in our plan:

<p>1. You can change to:</p> <p>A Medicare health plan, such as a Medicare Advantage plan or Programs of All-inclusive Care for the Elderly (PACE)</p>	<p>Here is what to do:</p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048 to enroll in the new Medicare-only health plan.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none">▪ Call The POINT at 1-401-462-4444. They will refer you to a State Health Insurance Assistance Program (SHIP) Counselor. <p>You will automatically be disenrolled from Neighborhood INTEGRITY when your new plan's coverage begins.</p>
--	---



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

<p>2. You can change to:</p> <p>Original Medicare <i>with</i> a separate Medicare prescription drug plan</p>	<p>Here is what to do:</p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"> ▪ Call The POINT at 1-401-462-4444. They will refer you to a State Health Insurance Assistance Program (SHIP) Counselor. <p>You will automatically be disenrolled from Neighborhood INTEGRITY when your Original Medicare coverage begins.</p>
<p>3. You can change to:</p> <p>Original Medicare <i>without</i> a separate Medicare prescription drug plan</p> <p>NOTE: If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you tell Medicare you don't want to join.</p> <p>You should only drop prescription drug coverage if you get drug coverage from an employer, union or other source. If you have questions about whether you need drug coverage, call The POINT at 401-462-4444. They will refer you to a State Health Insurance Assistance Program (SHIP) Counselor.</p>	<p>Here is what to do:</p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"> ▪ Call The POINT at 1-401-462-4444. They will refer you to a State Health Insurance Assistance Program (SHIP) Counselor. <p>You will automatically be disenrolled from Neighborhood INTEGRITY when your Original Medicare coverage begins.</p>



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

<p>4. You can change to:</p> <p>Neighborhood UNITY for your Medicaid benefits only</p>	<p>Here is what to do:</p> <p>Call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday – Friday 8:30 am -7:00 pm. TTY users should call 711.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none">▪ Call The POINT at 1-401-462-4444. They will refer you to a State Health Insurance Assistance Program (SHIP) Counselor. <p>You will automatically be disenrolled from Neighborhood INTEGRITY when your Neighborhood UNITY coverage begins.</p>
--	---

F. Getting help

Getting help from Neighborhood INTEGRITY

Questions? We're here to help. Please call Member Services at 1-844-812-6896 (TTY only, call 711). We are available for phone calls 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. On Saturday afternoons, Sundays and federal holidays, you may be asked to leave a message. Your call will be returned within the next business day.

Read your *2018 Member Handbook*

The *2018 Member Handbook* is the legal, detailed description of your plan benefits. It has details about next year's benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs.

We will send you a copy of the *2018 Member Handbook* by December 31. An up-to-date copy of the *2018 Member Handbook* is always available on our website at www.nhpri.org/INTEGRITY. You may also call Member Services at 1-844-812-6896 (TTY 711) to ask us to mail you a *2018 Member Handbook*.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

Visit our website

You can also visit our website at www.nhpri.org/INTEGRITY. As a reminder, our website has the most up-to-date information about our provider and pharmacy network (*Provider and Pharmacy Directory*) and our Drug List (*List of Covered Drugs*).

Getting help from the state enrollment broker

The state enrollment broker can help with questions that you may have to enroll or disenroll from Neighborhood INTEGRITY. You can call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469, Monday-Friday, 8:30 am – 7:00 pm. TTY users should call 711.

Getting help from the RIPIN Healthcare Advocate.

The RIPIN Healthcare Advocate can help you if you are having a problem with Neighborhood INTEGRITY. The RIPIN Healthcare Advocate is not connected with us or with any insurance company or health plan. The phone number for the RIPIN Healthcare Advocate is 1-855-747-3224. The services are free.

Getting help from the State Health Insurance Assistance Program (SHIP)

You can also call the State Health Insurance Assistance Program (SHIP). The SHIP counselors can help you understand your Medicare-Medicaid Plan and other plan choices. The SHIP is not connected with us or with any insurance company or health plan. The SHIP has trained counselors in every state, and services are free. In Rhode Island, you can get a referral to a SHIP counselor by calling The POINT at 1-401-462-4444.

Getting help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227).

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Visit the Medicare Website

You can visit the Medicare website (<http://www.medicare.gov>). If you choose to disenroll from your Medicare-Medicaid Plan and enroll in a Medicare Advantage plan, the Medicare website has information about costs, coverage, and quality ratings to help you compare Medicare Advantage plans. You can find information about Medicare Advantage plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to <http://www.medicare.gov> and click on “Find health & drug plans.”)



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.

Read *Medicare & You 2018*

You can read *Medicare & You 2018* Handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (<http://www.medicare.gov>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Getting help from Medicaid

For questions about the help you get from Medicaid, call Rhode Island Medicaid at 1-855-697-4347.

Getting help from the Quality Improvement Organization (QIO)

Our state has an organization called Livanta. This is a group of doctors and other health care professionals who help improve the quality of care- for people with Medicare. Livanta is not connected with our plan. Call Livanta at 1-866-815-5440.



If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. The call is free. **For more information**, visit www.nhpri.org/INTEGRITY.