



**This is a summary of health services covered by Neighborhood INTEGRITY (Medicare-Medicaid Plan) for January 1, 2018. This is only a summary. Please read the Member Handbook for the full list of benefits.**

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- ❖ 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. It is for people with both Medicare and Medicaid.
- ❖ Under Neighborhood INTEGRITY you can get your Medicare and Medicaid services in one health plan. A Neighborhood INTEGRITY Care Manager will help manage your health care needs.
- ❖ This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook.
- ❖ Limitations and restrictions may apply. For more information, call Neighborhood INTEGRITY Member Services or read the Neighborhood INTEGRITY Member Handbook.
- ❖ 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.
- ❖ 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 a.m. a 8 p.m., y sábados de 8 a.m. 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 document for free in other formats, such as large print, braille, or audio. 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.



**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](http://www.nhpri.org/INTEGRITY).

The following chart lists frequently asked questions.

Frequently Asked Questions (FAQ)	Answers
<b>What is a Medicare-Medicaid Plan?</b>	A Medicare-Medicaid Plan is an organization made up of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has Care Managers to help you manage all your providers and services. They all work together to provide the care you need.
<b>What is a Neighborhood INTEGRITY Care Manager?</b>	A Neighborhood INTEGRITY Care Manager is one main person for you to contact. This person helps manage all your providers and services and makes sure you get what you need.
<b>What are long-term services and supports?</b>	Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.
<b>Will you get the same Medicare and Medicaid benefits in Neighborhood INTEGRITY that you get now?</b>	<p>You will get your covered Medicare and Medicaid benefits directly from Neighborhood INTEGRITY. You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change. You will get almost all of your covered Medicare and Medicaid benefits directly from Neighborhood INTEGRITY, but you may get some benefits the same way you do now, outside of the plan.</p> <p>When you enroll in Neighborhood INTEGRITY, you and your Care Team will work together to develop an Individualized Care Plan to address your health and support needs. During this time, you can keep seeing your doctors and getting your current services for six months after you first enroll, or until your care plan is complete, whichever is later. When you join our plan, if you are taking any Medicare Part D prescription drugs or Medicaid covered drugs that Neighborhood INTEGRITY does not normally cover, you can get a temporary supply. We will help you get another drug or get an exception for Neighborhood INTEGRITY to cover your drug, if medically necessary.</p>



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Frequently Asked Questions (FAQ)	Answers
<p><b>Can you go to the same doctors you see now?</b></p>	<p>Often that is the case. If your providers (including doctors, therapists, and pharmacies) work with Neighborhood INTEGRITY and have a contract with us, you can keep going to them. Providers with an agreement with us are “in-network.” You must use the providers in Neighborhood INTEGRITY’s network. If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of Neighborhood INTEGRITY’s plan.</p> <p>To find out if your doctors are in the plan’s network, call Member Services or read Neighborhood INTEGRITY’s Provider and Pharmacy Directory.</p> <p>If Neighborhood INTEGRITY is new for you, you can continue seeing the doctors you go to now for six months after you first enroll or until your care plan is completed, whichever is later. This includes seeing providers out of network.</p>
<p><b>What happens if you need a service but no one in Neighborhood INTEGRITY’s network can provide it?</b></p>	<p>Most services will be provided by our network providers. If you need a service that cannot be provided within our network, Neighborhood INTEGRITY will pay for the cost of an out-of-network provider.</p>
<p><b>Where is Neighborhood INTEGRITY available?</b></p>	<p>The service area for this plan is the state of Rhode Island. You must live in Rhode Island to join the plan.</p>
<p><b>Do you pay a monthly amount (also called a premium) under Neighborhood INTEGRITY?</b></p>	<p>You will not pay any monthly premiums to Neighborhood INTEGRITY for your health coverage. However, if you get Long-Term Services and Supports (LTSS) you may have to pay part of the cost of those services. This amount is determined by Rhode Island Medicaid.</p>
<p><b>What is prior authorization?</b></p>	<p>Prior authorization means that you must get approval from Neighborhood INTEGRITY before you can get a specific service or drug or see an out-of-network provider. Neighborhood INTEGRITY may not cover the service or drug if you don’t get approval. If you need urgent or emergency care or out-of-area dialysis services, you don’t need to get approval first.</p>



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Frequently Asked Questions (FAQ)	Answers
<p><b>Who should you contact if you have questions or need help?</b></p>	<p><b>If you have general questions or questions about our plan, services, service area, billing, or Member ID Cards, please call Neighborhood INTEGRITY Member Services:</b></p> <p><b>CALL</b>     1-844-812-6896</p> <p>Calls to this number are free. 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. Member Services also has free language interpreter services available for people who do not speak English.</p> <p><b>TTY</b>        711</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>Calls to this number are free. 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday.</p>



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Frequently Asked Questions (FAQ)	Answers
<p><b>Who should you contact if you have questions or need help? (continued)</b></p>	<p><b>If you have questions about your health, please call the Nurse Advice Call line:</b></p> <p><b>CALL</b> 1-844-617-0563 Calls to this number are free. 24 hours a day, seven days a week.</p> <p><b>TTY</b> 711 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Calls to this number are free. 24 hours a day, seven days a week.</p> <p><b>If you need immediate behavioral health services, please call the Behavioral Health Crisis Line:</b></p> <p><b>CALL</b> 1-855-371-2286 Calls to this number are free. 24 hours a day, seven days a week.</p> <p><b>TTY</b> 711 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Calls to this number are free. 24 hours a day, seven days a week.</p>



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The following chart is a quick overview of what services you may need, your costs and rules about the benefits.

Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You want to see a doctor</b>	Visits to treat an injury or illness	\$0	Prior authorization is not required.
	Wellness visits, such as a physical	\$0	Prior authorization is not required.
	Transportation to a doctor's office	\$0	Non-emergency transportation is an out of plan benefit. See your Member Handbook or call Member Services for more information. You may also call LogistiCare directly at 1-855-330-9131 (TTY 1-866-288-3133). Their hours of operation are 9 am to 5 pm, Monday through Friday.
	Specialist care	\$0	Prior authorization is not required.
	Care to keep you from getting sick, such as flu shots	\$0	Prior authorization is not required.
<b>You need medical tests</b>	Lab tests, such as blood work	\$0	May require prior authorization.
	X-rays or other pictures, such as CAT scans	\$0	May require prior authorization.
	Screening tests, such as tests to check for cancer	\$0	Prior authorization is not required.



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Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need drugs to treat your illness or condition</b>	Generic drugs (no brand name)	\$0 for a 30-day supply.	<p>There may be limitations on the types of drugs covered. Please see Neighborhood INTEGRITY's List of Covered Drugs (Drug List) for more information.</p> <p>The plan does offer extended day supplies through a mail-order pharmacy and at some retail pharmacies. See your Member Handbook or call Member Services for more information.</p>
<b>You need drugs to treat your illness or condition</b>	Brand name drugs	\$0 for a 30-day supply.	<p>There may be limitations on the types of drugs covered. Please see Neighborhood INTEGRITY's List of Covered Drugs (Drug List) for more information.</p> <p>The plan does offer extended day supplies through a mail-order pharmacy and at some retail pharmacies. See your Member Handbook or call Member Services for more information.</p>
	Over-the-counter drugs	\$0 for a 30-day supply.	<p>There may be limitations on the types of drugs covered. Please see Neighborhood INTEGRITY's List of Covered Drugs (Drug List) for more information.</p>



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Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need drugs to treat your illness or condition</b> (continued)	Medicare Part B prescription drugs	\$0	Part B drugs include drugs given by your doctor in his or her office, some oral cancer drugs, and some drugs used with certain medical equipment. Read the Member Handbook for more information on these drugs.
<b>You need therapy after a stroke or accident</b>	Occupational, physical, or speech therapy	\$0	Prior authorization is required.
<b>You need emergency care</b>	Emergency room services	\$0	Prior authorization is not required. Emergency room services will be covered if you need to use an emergency room that is not in our network. Please refer to the Member Handbook for more information
	Ambulance services	\$0	Prior authorization is not required for emergency ambulance services.
	Urgent care	\$0	Prior authorization is not required. Urgent care services will be covered if you need to use an urgent care that is not in our network. Please refer to the Member Handbook for more information.
<b>You need hospital care</b>	Hospital stay	\$0	Prior authorization is required.
	Doctor or surgeon care	\$0	Prior authorization is not required.



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Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need help getting better or have special health needs</b>	Rehabilitation services	\$0	Prior authorization is required.
	Medical equipment for home care	\$0	Prior authorization is not required.
	Skilled nursing care	\$0	Prior authorization is required.
<b>You need eye care</b>	Eye exams	\$0	Limited to one routine eye exam every 2 years. Other eye exams that are medically necessary are also covered. Prior authorization is not required.
	Glasses or contact lenses	\$0	Eyeglass lenses are limited to 1 pair every two years. Additional eyeglass lenses may be covered with prior authorization.  Eyeglass frames are limited to 1 pair every two years.  Contact lenses may require a prior authorization.
<b>You need hearing/ auditory services</b>	Hearing screenings	\$0	Prior authorization is not required.
	Hearing aids	\$0	Prior authorization is not required.
<b>You have a chronic condition, such as diabetes or heart disease</b>	Services to help manage your disease	\$0	Prior authorization is not required.
	Diabetes supplies and services	\$0	Prior authorization may be required.
<b>You have a mental health condition</b>	Mental or behavioral health services	\$0	Prior authorization is not required.



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Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You have a substance use problem</b>	Substance use treatment services	\$0	Prior authorization is not required.
<b>You need long-term mental health services</b>	Inpatient care for people who need mental health care	\$0	Prior authorization may be required.
<b>You need durable medical equipment (DME)</b>	Wheelchairs	\$0	Prior authorization may be required.
	Nebulizers	\$0	Prior authorization may be required.
	Crutches	\$0	Prior authorization is not required.
	Canes	\$0	Prior authorization is not required.
	Walkers	\$0	Prior authorization is required.
	Oxygen equipment and supplies	\$0	Prior authorization is not required.
<b>You need help living at home</b>	Meals brought to your home	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is not required
	Home services, such as cleaning or housekeeping	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required
	Changes to your home, such as ramps and wheelchair access	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required
	Personal care assistant (You may be able to employ your own assistant. Call Member Services for more information.)	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required
	Training to help you get paid or unpaid jobs	\$0	Rhode Island Medicaid eligibility requirements may apply.



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Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need help living at home (continued)</b>	Home health care services	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required.
	Services to help you live on your own	\$0	Rhode Island Medicaid eligibility requirements may apply.
	Adult day services or other support services	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required.
<b>You need a place to live with people available to help you</b>	Assisted living or other housing services	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required.
	Nursing home care	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required.
<b>Your caregiver needs some time off</b>	Respite care	\$0	Rhode Island Medicaid eligibility requirements may apply. Prior authorization is required.



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## Other services that Neighborhood INTEGRITY covers

This is not a complete list. Call Member Services or read the Member Handbook to find out about other covered services.

Other services covered by Neighborhood INTEGRITY	Your costs for <u>in-network</u> providers
Routine podiatry services	\$0 Prior authorization is not required.
Group and Individual Education Programs	\$0 Prior authorization is not required.

## Benefits covered outside of Neighborhood INTEGRITY

This is not a complete list. Call Member Services to find out about other services not covered by Neighborhood INTEGRITY but available through Medicare or Rhode Island Medicaid.

Other services covered by Medicare or Rhode Island Medicaid	Your costs
Non-emergency transportation	\$0 Neighborhood INTEGRITY will help with coordinating these services as necessary. See the Member Handbook or call Member Services for more information. You may also call LogistiCare directly at 1-855-330-9131 (TTY 1-866-288-3133). Their hours of operation are 9 am to 5 pm, Monday through Friday.
Some hospice care services	\$0
Dental Care	\$0 See the Member Handbook or call Member Services for more information.



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## Services that Neighborhood INTEGRITY, Medicare, and Medicaid do not cover

This is not a complete list. Call Member Services to find out about other excluded services.

Services <u>not</u> covered by Neighborhood INTEGRITY, Medicare, or Medicaid	
Experimental procedures	Not Covered. Experimental medical and surgical treatments, items, and drugs, unless covered by Medicare or under a Medicare-approved clinical research study or by our plan. See Chapter 3, page 39 of the Member Handbook for more information on clinical research studies. Experimental treatment and items are those that are not generally accepted by the medical community.
Cosmetic Surgery	Not Covered.

## Your rights as a Member of the plan

As a Member of Neighborhood INTEGRITY, you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your health care services. We will tell you about your rights at least once a year. For more information on your rights, please read the Member Handbook. Your rights include, but are not limited to, the following:

- **You have a right to respect, fairness and dignity.** This includes the right to:
  - Get covered services without concern about race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, gender identity, genetic information, ability to pay, or ability to speak English
  - Get information in other formats (e.g., large print, braille, audio)
  - Be free from any form of physical restraint or seclusion
  - Not be billed by network providers
- **You have the right to get information about your health care.** This includes information on treatment and your treatment options. This information should be in a format you can understand. These rights include getting information on:
  - Description of the services we cover
  - How to get services
  - How much services will cost you
  - Names of health care providers and care managers
- **You have the right to make decisions about your care, including refusing treatment.** This includes the right to:



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- Choose a Primary Care Provider (PCP) and you can change your PCP at any time
- See a women's health care provider without a referral
- Get your covered services and drugs quickly
- Know about all treatment options, no matter what they cost or whether they are covered
- Refuse treatment, even if your doctor advises against it
- Stop taking medicine
- Ask for a second opinion. Neighborhood INTEGRITY will pay for the cost of your second opinion visit.
- **You have the right to timely access to care that does not have any communication or physical access barriers.** This includes the right to:
  - Get medical care timely
  - Get in and out of a health care provider's office. This means barrier free access for people with disabilities, in accordance with the Americans with Disabilities Act
  - Have interpreters to help with communication with your doctors and your health plan.
- **You have the right to seek emergency and urgent care when you need it.** This means you have the right to:
  - Get emergency services without prior approval in an emergency
  - See an out of network urgent or emergency care provider, when necessary
- **You have a right to confidentiality and privacy.** This includes the right to:
  - Ask for and get a copy of your medical records in a way that you can understand and to ask for your records to be changed or corrected.
  - Have your personal health information kept private.
- **You have the right to make complaints about your covered services or care.** This includes the right to:
  - File a complaint or grievance against us or our providers
  - Ask for a state fair hearing
  - Get a detailed reason for why services were denied

For more information about your rights, you can read the Neighborhood INTEGRITY Member Handbook. If you have questions, you can also call Neighborhood INTEGRITY Member Services.



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## If you have a complaint or think we should cover something we denied

If you have a complaint or think Neighborhood INTEGRITY should cover something we denied, call Neighborhood INTEGRITY at 1-844-812-6896. You may be able to appeal our decision.

For questions about complaints and appeals, you can read Chapter 9 of the Neighborhood INTEGRITY Member Handbook. You can also call Neighborhood INTEGRITY Member Services.

You can mail your written complaints and appeals to:

Neighborhood Health Plan of Rhode Island

Attn: Grievances & Appeals

910 Douglas Pike

Smithfield, RI 02917

You can fax your written complaints and appeals to: 1-401-709-7005

## If you suspect fraud

Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.

If you think a doctor, hospital or other pharmacy is doing something wrong, please contact us.

- Call us at Neighborhood INTEGRITY Member Services. Phone numbers are on the cover of this summary.
- Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.
- Or, call the RI Medicaid Fraud Control and Patient Abuse Unit at the Attorney General's office at 1-401-222-2566 or 1-401-274-4400 ext. 2269.



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