

Custodial Care Authorization Update for INTEGRITY for Duals Members TEST

December 1, 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is notifying Skilled Nursing Facilities (SNFs) of an important change related to custodial care coverage for **INTEGRITY for Duals (HMO D-SNP)** members.

Beginning January 1, 2026, Neighborhood **will only issue a 30-day custodial care authorization** for INTEGRITY for Duals members who do not have an approved [Long-Term Services and Supports \(LTSS\) waiver](#).

This change aligns Neighborhood with new state Dual Special Needs Plans (D-SNP) requirements.

What SNFs Need to Know

- **Initial custodial care authorizations will be limited to 30 days**

Starting January 1, if a member does not have an approved LTSS waiver at the time of SNF admission or at the time of the request, Neighborhood will issue a maximum of 30 days of custodial care coverage.

- **This change begins January 1, but the earliest member impact is February 1, 2026.**

Because the 30-day authorization period begins on the date the request is approved, the first potential denials for stays beyond 30 days would not occur until **February 1, 2026**.

- **After 30 days, an approved LTSS waiver is required for continued coverage**

Coverage beyond day 30 requires that the member has an approved [LTSS waiver](#) from the State.

Neighborhood recognizes that waiver applications may be submitted during a member's SNF stay and may be approved after day 30. If the State retroactively approves the LTSS waiver, please promptly submit the below documents to Neighborhood via fax to **401-459-6023** for authorization approval.

1. [A copy of the completed prior authorization form](#) and
2. The state-approved waiver letter

Appealing an Authorization Denial

[To submit an appeal on the member's behalf](#), the SNF must:

- Have documentation that the LTSS waiver has been approved by the State, and
- Have a valid **Appointment of Representative (AOR)** for the member on file.

Without a valid AOR, Neighborhood cannot process an appeal submitted by the facility. SNFs are strongly encouraged to obtain an AOR early in the member's stay. Appeals must be submitted within **65 days** of the denial and will be reviewed based on the waiver's retroactive effective date.

Additional Support and Outreach

Neighborhood's Care Management team will help support impacted members and facilities by:

- Reinforcing the importance of LTSS waiver submission,
- Providing education on the change, and
- Assisting with coordination related to member needs while the waiver is pending.

Members can call the INTEGRITY for Duals line at 1-844-812-6896 to contact a member of the Care Management team.

Neighborhood appreciates your partnership and ongoing dedication to providing high-quality care to our members.

Note: This notice was sent via email on December 1, 2025 to all skilled nursing facilities registered for Neighborhood's News and Updates. If you would like to be added to the distribution list, please [click here to sign up](#).