

# Home Health Information Deck

# Home Health Care Services

Home health coverage is provided for services performed within the scope of state licensure, as defined by the Rhode Island Department of Health. These services include:

- **Skilled nursing services** (RN/LPN)
- **Skilled therapy services** (OT/PT/SLP/OTA/PTA/Master Social Worker)
- **Non-skilled** (CNA, Homemaker)

Please refer to Neighborhood's [Home Health Care Services Payment Policy](#) or [Home Health Care Clinical Medical Policy](#) for more information.

# Long-Term Services & Supports

## *Medicaid/INTEGRITY for Duals Only*

Long Term Services and Supports (LTSS) is a Medicaid or INTEGRITY for Duals benefit available to members with chronic illnesses or disabilities who need a certain level of care and meet the eligibility criteria. The type of services a member receives depends on the level of care needs.

### **LTSS Services**

Assisted Living Facilities, Home Delivered Meals, Home Health Care, Personal Choice, Shared Living and Skilled Nursing Facilities

If a Medicaid or INTEGRITY for Duals member requires services on a long-term basis, the member should apply to RI Medicaid for an [LTSS waiver](#). If approved by RI Medicaid, the member is eligible to receive these services. If members need assistance from Neighborhood in applying for the LTSS waiver, please use the [LTSS Application Assistance Referral Form](#).

[Long-Term Services And Supports | Executive Office of Health and Human Services](#)  
([cohhs.ri.gov](http://cohhs.ri.gov))

# Commercial Line of Business

- Personal Care is only covered if required within a skilled plan of care.
- Homemaker services and combination services (homemaker and personal care) are non-covered benefits.
- Authorizations and claims for these services are processed in-plan through Neighborhood.

# Medicaid Line of Business

## Medicaid Adults:

- Neighborhood is responsible for the member's preventive benefit (up to 6 per week of personal care). Authorizations and claims for these services are processed in-plan through Neighborhood.
- Members **who qualify for an LTSS waiver** are managed out-of-plan by [Medicaid fee-for-service \(FFS\)](#). FFS case managers complete assessments to determine the number of hours that are appropriate as well as a possible cost share. Authorizations and claims for these services are processed through FFS.

## Medicaid Children:

- Children (up to age of 18) do not qualify for an LTSS waiver, therefore Neighborhood is responsible for the member's home health care benefit. Authorizations and claims for these services are processed through Neighborhood.

# INTEGRITY For Duals Line of Business

- All LTSS is managed in-plan by Neighborhood
- Neighborhood's case manager completes assessments to determine the number of hours that are appropriate.
- EOHHS determines member eligibility and any applicable cost share. Authorizations and claims for these services are processed through Neighborhood.
- Coverage of LTSS services will be impacted if the member enters a Deemed Eligibility period.

INTEGRITY for Duals members receiving home health hours **cannot** also receive:

- [Personal Choice](#)
- [Shared Living](#)
- [Assisted Living](#)

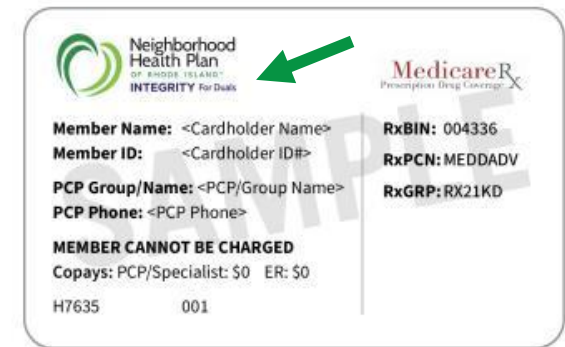
# Dual CONNECT Line of Business

- Neighborhood only covers the member's Medicare benefits.
- All Medicaid benefits are out-of-plan benefits accessed through Medicaid Fee-for-Service, this includes LTSS and Preventive benefits.
- FFS case managers complete assessments to determine the number of hours that are appropriate as well as a possible cost share.
- Authorizations and claims for Medicaid services are processed through FFS.
- Services will have to adhere to CMS Home Health Requirements including the home-bound requirement.

# Member ID Cards

*All Neighborhood members are assigned a primary care provider (PCP) displayed on the member's Neighborhood identification card.*

Primary care providers (PCP) must verify the member is assigned to the provider group and one of the group's participating PCPs to receive reimbursement for services rendered.



All D-SNP members (both **Neighborhood Dual CONNECT** and Neighborhood **INTEGRITY for Duals**) will be issued new member ID cards with ID numbers that:

- Are 12 digits in length
- Start with “12” as an identifying prefix



# Home Care Grid

- On Mondays (excluding holidays) Neighborhood emails the home care grid to providers, **listing INTEGRITY for Duals members** seeking home care hours.
- If you can provide service for one or more of these members, please email [IntegrityHomecare@nhpri.org](mailto:IntegrityHomecare@nhpri.org), requesting to pick up the case(s), noting the Member Care ID and town.
- A community care coordinator reviews requests daily and outreaches to members to confirm interest in your agency.
- If a member agrees to receive services from the home care agency, Neighborhood's care coordinators will submit the authorization for the **initial** services.
- It is best practice to provide Neighborhood with a **shared inbox** to receive the **home care grid** to prevent lapses due to personnel changes. To update your email address, please email [karner@nhpri.org](mailto:karner@nhpri.org).

## Sample Home Care Grid

|    | A           | B             | C                   | D  | E               | F  | G       | H |
|----|-------------|---------------|---------------------|--|-----------------|--|---------|---|
|    | Date Logged | Member Town   | Weekly Hours Needed | Services Needed                            | Member Language | Member Detail  | Care ID |   |
| 1  | 04/30/2024  | Bristol       | 7                   | Home Maker and Certified Nursing Assistant | English         | Pets (Y/N): No<br>Smoker (Y/N): No                                     | 240533  |   |
| 2  | 04/18/2024  | Bristol       | 16                  | Home Maker and Certified Nursing Assistant | English         | Pets (Y/N): Y - 2 cats well mannered<br>Smoker (Y/N): Y - Outside only | 301918  |   |
| 3  | 04/11/2024  | Bristol       | 8                   | Certified Nursing Assistance               | English         | Pets (Y/N): N<br>Smoker (Y/N): N                                       | 708849  |   |
| 4  | 03/29/2024  | Bristol       | 5                   | Home Maker                                 | English         | Pets (Y/N): No<br>Smoker (Y/N): No                                     | 184330  |   |
| 5  | 02/15/2024  | Bristol       | 8                   | Home Maker and Certified Nursing Assistant | English         | Pets (Y/N): N<br>Smoker (Y/N): N                                       | 193344  |   |
| 6  | 04/24/2024  | Central Falls | 16                  | Home Maker and Certified Nursing Assistant | OTHER           | Pets (Y/N):<br>Smoker (Y/N):   | 637498  |   |
| 7  | 04/22/2024  | Central Falls | 21                  | Home Maker and Certified Nursing Assistant | Spanish         | Pets (Y/N): N<br>Sm (  | 357281  |   |
| 8  | 04/19/2024  | Central Falls | 22                  | Home Maker and Certified Nursing Assistant | French          | Pets (Y/N): N<br>Smoker (Y/N): N                                       | 213020  |   |
| 9  | 03/13/2024  | Charlestown   | 14                  | Home Maker and Certified Nursing Assistant | English         | Pets (Y/N): N<br>Smoker (Y/N):N  | 267962  |   |
| 10 | 04/17/2024  | Coventry      | 6                   | Home Maker                                 | English         | Pets (Y/N): No<br>Smoker (Y/N): No                                     | 334452  |   |
| 11 | 03/01/2024  | Coventry      | 4                   | Home Maker                                 | English         | Pets (Y/N): No<br>Smoker (Y/N): Yes                                    | 172743  |   |
| 12 | 04/25/2024  | Cranston      | 33                  | Home Maker and Certified Nursing Assistant | Spanish         | Pets (Y/N):<br>Smoker (Y/N):   | 230002  |   |
| 13 | 04/23/2024  | Cranston      | 9                   | Home Maker and Certified Nursing Assistant | English         | Pets (Y/N): no<br>Smoker (Y/N): yes                                    | 193279  |   |
| 14 |             |               |                     |  |                 |  |         |   |

# Prior Authorizations

## Skilled Home Health Care

Skilled requests must include adequate supporting clinical documentation prior to services being rendered, if applicable, for **Medicaid and both dual-eligible** lines of business.

For more information, reference our [Skilled Home Health Care Services Desktop Reference Guide](#) for prior authorization requests.

Marking a request as expedited indicates that standard processing time (7 days) could jeopardize the patient's health. Date of service issues are **NOT** reasons to expedite a request.



## Prior Authorization Requests for Skilled Home Healthcare Services Desktop Reference Guide

As a reminder, providers must submit a prior authorization (PA) request, with adequate supporting clinical documentation, for skilled homecare services for Neighborhood Health Plan of Rhode Island (Neighborhood) members.

This desktop reference guide is designed with helpful tips to ensure your PA request is efficient, accurate, and complete, which will enable timely processing.

| The following steps must be completed for all PA requests for skilled home healthcare services: |   |  |   |                                  |   |                                      |  |
|---|---|--|---|----------------------------------|---|--------------------------------------|--|
| 1   | Verify the patient's insurance to ensure that Neighborhood is their primary insurer.  |  |   |                                  |   |                                      |  |
| 2   | Complete and submit either the electronic form (e-form) or paper PA form for home care services with the required documentation (see documentation requirements below): <ul style="list-style-type: none"><li>• The <a href="#">Home Care Services E-Form</a> is an online form that is submitted electronically; or</li><li>• The paper <a href="#">Home Care Services Prior Authorization Form</a> can be printed and faxed to Neighborhood's Utilization Management team at 401-459-6023.</li></ul>  |  |   |                                  |   |                                      |  |
| 3   | Submit all necessary documentation required for skilled home health care services with the PA request, including: <table><tr><td>New Start of Care and Resumption of Care Evaluation*</td><td><b>*Only applies to one (1) visit for nursing, physical therapy, and/or occupational therapy</b><ul style="list-style-type: none"><li>• Copy of referral received from physician; <b>or</b></li><li>• Discharge summary from hospital or skilled nursing facility.</li></ul></td></tr><tr><td>Continuing Care after Evaluation</td><td><ul style="list-style-type: none"><li>• Current completed OASIS <b>with</b> documentation of verbal orders received for <u>all</u> requested visits; <b>and/or</b></li><li>• Current CMS-485 Home Health Certification and Plan of Care signed by agency clinician that received verbal orders for the plan of care <b>and/or</b> signed by the Physician; <b>and</b></li><li>• Supporting documentation of the member's need for skilled home health services, such as evaluations/assessments and progress notes for each requested specialty (i.e., skilled nursing, physical therapy, occupational therapy, etc., wound assessments, etc.).</li></ul></td></tr><tr><td>Recertification of Existing Services</td><td><ul style="list-style-type: none"><li>• Applicable CMS-485 Home Health Certification and Plan of Care signed by agency clinician that received verbal orders for the plan of care <b>and/or</b> signed by the Physician; <b>and</b></li><li>• <u>Recertification assessment/evaluation for each requested specialty</u> that addresses progress towards meeting goals with objective measurements, response/barriers to education/managing care, and adherence issues.</li></ul></td></tr></table> | New Start of Care and Resumption of Care Evaluation* | <b>*Only applies to one (1) visit for nursing, physical therapy, and/or occupational therapy</b> <ul style="list-style-type: none"><li>• Copy of referral received from physician; <b>or</b></li><li>• Discharge summary from hospital or skilled nursing facility.</li></ul> | Continuing Care after Evaluation | <ul style="list-style-type: none"><li>• Current completed OASIS <b>with</b> documentation of verbal orders received for <u>all</u> requested visits; <b>and/or</b></li><li>• Current CMS-485 Home Health Certification and Plan of Care signed by agency clinician that received verbal orders for the plan of care <b>and/or</b> signed by the Physician; <b>and</b></li><li>• Supporting documentation of the member's need for skilled home health services, such as evaluations/assessments and progress notes for each requested specialty (i.e., skilled nursing, physical therapy, occupational therapy, etc., wound assessments, etc.).</li></ul> | Recertification of Existing Services | <ul style="list-style-type: none"><li>• Applicable CMS-485 Home Health Certification and Plan of Care signed by agency clinician that received verbal orders for the plan of care <b>and/or</b> signed by the Physician; <b>and</b></li><li>• <u>Recertification assessment/evaluation for each requested specialty</u> that addresses progress towards meeting goals with objective measurements, response/barriers to education/managing care, and adherence issues.</li></ul> |
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# Prior Authorizations



## Prior Authorization Requests for Non-Skilled Home Care Services Desktop Reference Guide

As a reminder, providers must submit a request for prior authorization with adequate supporting clinical documentation, for non-skilled home care services for Neighborhood members.

This desktop reference guide is designed with helpful tips to support you with an efficient, accurate, and complete prior authorization (PA) request, allowing for timely processing of your request so that you can focus on our shared priority - providing high quality care to your Neighborhood patients.

## Non-Skilled Home Health Care

Non-Skilled requests require clinical documentation for the Medicaid line of business only. For more information, Non-Skilled Home Health providers can reference our [Non-Skilled Home Health Care Services Desktop Reference Guide](#) for prior authorization requests.



| The following steps must be completed for all PA requests for skilled home healthcare services: |   |                 |   |                              |   |  |  |
|---|---|-----------------|---|------------------------------|---|--|--|
| 1   | Verify the patient's insurance to ensure that Neighborhood is their primary insurer.  |                 |   |                              |   |  |  |
| 2   | Complete and submit either the electronic form (eForm) or paper PA form for home care services with the required documentation (see documentation requirements below): <ul style="list-style-type: none"><li>The <a href="#">Home Care Services eForm</a> is an online form that is submitted electronically, or</li><li>The paper <a href="#">Home Care Services Prior Authorization Form</a> can be printed and faxed to Neighborhood's Utilization Management team (UM) at 401-459-6023.</li></ul>   |                 |   |                              |   |  |  |
| 3   | Submit all necessary documentation required for non-skilled home healthcare services with the PA request, including: <table><tr><td>INTEGRITY (MMP)</td><td><ul style="list-style-type: none"><li>Clinical documentation is not required <b>but</b> the requested hours and services must match the hours and services the member's care manager approved as medically necessary.</li></ul></td></tr><tr><td>Medicaid – Adults &amp; Children</td><td><p><b>Start of Care or Increased Services</b></p><ul style="list-style-type: none"><li>Documentation that the services are part of a physician's plan of care, such as doctor's orders, letter of medical necessity, referral, etc)</li><li>Documentation indicating the level of assistance the member needs with each Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs), such as a completed Minimum Data Set (MDS) for Home Care or a completed Provider Medical Statement (PM1) from the member's physician within the last year.</li></ul><p><b>Continuation of Care</b></p><ul style="list-style-type: none"><li>The most recent documentation indicating the level of assistance the member needs with each ADL and IADL, such as a recently completed MDS for Home Care or PM1 from the member's physician within the last year.</li></ul></td></tr><tr><td>Continuity of Care for All lines of business (For newly enrolled Members only)</td><td><ul style="list-style-type: none"><li>The most recent documentation indicating the level of assistance the member needs with each ADL and IADL, such as a recently completed MDS for Home Care or PM1 from the member's physician within the last year.</li><li>Documentation that the member's previous insurer/payor source was authorizing the requested services within the previous 6 months.</li></ul></td></tr></table> | INTEGRITY (MMP) | <ul style="list-style-type: none"><li>Clinical documentation is not required <b>but</b> the requested hours and services must match the hours and services the member's care manager approved as medically necessary.</li></ul> | Medicaid – Adults & Children | <p><b>Start of Care or Increased Services</b></p> <ul style="list-style-type: none"><li>Documentation that the services are part of a physician's plan of care, such as doctor's orders, letter of medical necessity, referral, etc)</li><li>Documentation indicating the level of assistance the member needs with each Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs), such as a completed Minimum Data Set (MDS) for Home Care or a completed Provider Medical Statement (PM1) from the member's physician within the last year.</li></ul> <p><b>Continuation of Care</b></p> <ul style="list-style-type: none"><li>The most recent documentation indicating the level of assistance the member needs with each ADL and IADL, such as a recently completed MDS for Home Care or PM1 from the member's physician within the last year.</li></ul> | Continuity of Care for All lines of business (For newly enrolled Members only) | <ul style="list-style-type: none"><li>The most recent documentation indicating the level of assistance the member needs with each ADL and IADL, such as a recently completed MDS for Home Care or PM1 from the member's physician within the last year.</li><li>Documentation that the member's previous insurer/payor source was authorizing the requested services within the previous 6 months.</li></ul> |
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# Home Care Forms

There are two important forms that agencies will use to facilitate the provision of home health care services for Neighborhood members:

1. [Home Health Care Services Prior Authorization Form](#)

Neighborhood requires prior authorization on all home care services. Please refer to Neighborhood's [Clinical Medical Policies](#), which are available on our web site, for more detailed information about these benefits, authorization requirements, and coverage criteria. Neighborhood has seven (7) days from the request being submitted to make a determination.

2. [Home Care Discharge Communication Form](#)

If your agency has discharged our member(s) from your **non-skilled** services, please complete this form.

# Post-Service Authorizations

Post-service prior authorizations are not accepted for the **dual-eligible lines of business only**. Requests for authorization must be submitted prior to services being rendered.

**The following two scenarios are exempt from the post-service prior authorization requirement:**

- Dual-eligible members who have been **retroactively enrolled** after receiving home health care services;
- Dual-eligible members within their [continuity of care period](#).

**Note:** Providers who do not have the above-mentioned scenarios should proceed with filing a claim. If the claim is denied, the [provider administrative appeal process](#) should be followed.

Additional information [can be found here](#).

# Certificate Report

Neighborhood sends out automated notifications (certificate reports) via email or fax for **all lines of business**. These reports are generated when a new authorization is created or an existing authorization is updated.

The report includes:

- Member Name
- ID#
- Authorization/Tracking Number
- Dates of Service
- Type of Service
- Status (Pending/Denied/Approved)

It is best practice to provide Neighborhood with a **shared inbox** to receive the **certificate report** to prevent lapses due to personnel changes. To update your contact email address for the certificate reports, please email [jjones@nhpri.org](mailto:jjones@nhpri.org) or fax to 401-459-6023.



# Electronic Visit Verification (EVV)

*Applies to Medicaid/INTEGRITY for Duals Only*

EOHHS requires Neighborhood providers to use an electronic visit verification (EVV) system for personal care services and home health care services that require an in-home visit, pursuant to section 1903(l) of the Cures Act.

EVV is an in-home visit scheduling, tracking and billing system that employs controls within the delivery of home-based services to ensure client's quality of care. EOHHS has contracted with Sandata Technologies, LLC to provide the EVV system (aggregator).

## Who should I contact with questions?

- To request a Fixed Visit Verification Device (FVV), please fill out the [FVV Device Request Form](#)
- To return or replace a FVV device, please fill out the [FVV Replacement Return form](#)
- For general questions, please email Customer Support: [RIcustomer@sandata.com](mailto:RIcustomer@sandata.com)

Please refer to the [EOHHS website](#) for more information.

# Verification Match Criteria

| Element          | Description  |
|------------------|--|
| Member           | Medicaid ID and First and Last Name are the member data elements in aggregator. Medicaid ID is the data element used to match member to the claim.   |
| Provider         | Provider NPI is used to match from the Sandata aggregator to the claim. If the Provider NPI is not the same NPI used to bill claims, the claim denies as no verified visits under the billed NPI in the aggregator.                            |
| Place of Service | Home (12) - If place of service is not Home, the claim will deny.  |
| Date of Service  | Visit date in the aggregator is matched to the claim line date of service. For span billing, the service must occur every day within the billed span.  |
| Service          | Procedure code and modifier for service level are used to match from the aggregator to the claim line. If the verified service in the aggregator does not match the billed procedure code and service level modifier, claim will deny.         |
| Units            | Units in the aggregator are matched to units on the claim line. Claim lines pay up to the verified units billed. If a claim is submitted for 20 units and the aggregator is showing 10 units, this claim will adjudicate to pay only 10 units. |



# Aggregator

- If you use a third-party vendor for scheduling, you **MUST** check the aggregator to ensure it has the correct information and will match what you are billing.
- All third parties need to align their rounding rules to the RI Medicaid rules to ensure the appropriate number of units is calculated within the system. How rounding is applied:
  - ✓ Total amount of hours and minutes for the visit and rounds it to the total quarter hour, based on the minutes captured by the EVV system.
  - ✓ Less than ( $\leq$ ) 8 minutes will round the total back to the previous quarter hour.
  - ✓ Equal to or greater than ( $\geq$ ) 8 minutes will round the total forward to the next quarter hour.
  - ✓ 1 unit = 15 minutes
- Always check the aggregator **before** submitting claims to Neighborhood to ensure the aggregator matches what is being billed.

# Date Span Billing

## Date span billing is **allowed** when:

- Dates of service are limited to one week (7 days per claim line)
- Services are provided consecutively on each date within the span
- Any break in service within a date span (e.g., services provided on a Monday, Tuesday and then on a Friday) are indicated on a new claim line
- Multiple shifts on the same day must be billed on the same claim line with a cumulative of all hours for that date of service
- Dates of service must be in the same month

## Date span billing is **not allowed** when:

- Skilled services are provided
- Combination services when used with a shift differential modifier; unless the modifier applies to each date of service in the date span

# Resources

## General

- [Provider Manual](#)
- [Quick Reference Guide](#)
- [Claims and Eligibility Information](#)
- [Claim Adjustments](#)
- [Navinet \(claim status, member eligibility\)](#)
- [Provider Resources](#)

## Home Health Care Specific

- [Home Care Discharge Communication E-Form](#)
- [LTSS Application Assistance Referral Form](#)
- [Reference Guide for Private Duty Nursing \(PDN\) Requests](#)
- [Prior Authorization Requests for Skilled Home Healthcare Services Desktop Reference Guide](#)
- [Home Health Agency Services Payment Policy](#)
- [Home Care Clinical Medical Policy](#)
- [Home Care Services Prior Authorization Request Form](#)

# Home Health Care Contacts

## *For Escalated Issues*

If you have contacted Provider Services (PS) and the issue remains unresolved, please send a secure email with your PS **call-reference number** to the appropriate Neighborhood staff:

- **Amy Simpson**, Manager Utilization Management, Coordinator Team - [asimpson@nhpri.org](mailto:asimpson@nhpri.org)  
Escalated authorization inquiries
- **Sabrina Haynes**, Manager Utilization Management, Home Care - [shaynes@nhpri.org](mailto:shaynes@nhpri.org)  
Escalated clinical authorization inquiries
- **Misha Morey**, Manager Care Management - [mmorey@nhpri.org](mailto:mmorey@nhpri.org)  
Escalated case management issues
- **Liggia Soto**, Senior Manager LTSS - [lsoto@nhpri.org](mailto:lsoto@nhpri.org)  
Escalated product/benefit issues
- **Ramona Nunez**, LTSS Senior Provider Relations Representative - [rnunez@nhpri.org](mailto:rnunez@nhpri.org)  
Escalated general issues

# Questions?

Please contact **Provider Services** at (800) 963-1001 for questions regarding any of the below topics:

- Contract rates
- Member eligibility issues
- Claim status/issues
- Specific payment policy questions
- General prior authorization inquiries
- Member Benefit questions

If your patients have any concerns, please have them contact Member Services at 1-866-696-4774

Neighborhood is contracted with [NaviNet](#) to provide online eligibility and claims status lookup 24/7.