

Reminder: Important Update for Members Enrolled in Medicare and Medicaid

December 1, 2025

Neighborhood Health Plan of Rhode Island is introducing two new product offerings, beginning January 1, 2026: **Neighborhood INTEGRITY for Duals (HMO D-SNP)** and **Neighborhood Dual CONNECT (HMO D-SNP)**. These new plans are being introduced as the current Medicare-Medicaid Plan (MMP), Neighborhood INTEGRITY, will be sunset as of December 31, 2025, as required by the Centers for Medicare and Medicaid Services (CMS).

Neighborhood INTEGRITY for Duals (HMO D-SNP) is a Fully Integrated Dual-Eligible Special Needs Plan (FIDE-SNP); a type of Medicare Advantage plan specifically designed for individuals with both Medicare and Medicaid. In partnership with the Rhode Island Executive Office of Health and Human Services (EOHHS), the new FIDE-SNP plan will continue to support members' medical and non-medical needs, including long-term services and support, and behavioral health care. **Existing MMP members will be automatically enrolled in the FIDE-SNP**, which offers enhanced coordination of services, improved access to care, and streamlined benefits under the new plan. This transition is designed to enhance the integration of Medicare and Medicaid benefits, while maintaining many of the same benefits members currently receive under the MMP.

In October, MMP members received detailed communications regarding this change, including how it affects their current coverage, how the transition from the MMP to the FIDE-SNP will work, and any steps they should take if they do not wish to be automatically enrolled in the new program. Members will get their new ID cards and a welcome packet mailed to them in mid-December.

In January 2026, Neighborhood will also offer a Coordination-Only Dual Eligible Special Needs Plan (CO D-SNP) named **Neighborhood Dual CONNECT (HMO D-SNP)**. Only partial-dual eligible individuals who participate in the Rhode Island Medicare Premium Payment Program are eligible to enroll in **Neighborhood Dual CONNECT**. These individuals also are referred to as Qualified Medicare Beneficiaries (QMB-Only) by Medicaid. Partial-dual eligible members are not eligible for **Neighborhood INTEGRITY for Duals**.

While these members do not have full Medicaid benefits, their QMB-Only status protects them from having to pay any cost shares that are otherwise paid through the partial-dual program with EOHHS. Eligible beneficiaries interested in selecting the **Neighborhood Dual CONNECT** plan must enroll during the annual enrollment period from October 15 through December 7, 2025.

For members enrolled in **Neighborhood Dual CONNECT**, providers must submit **Medicare covered benefits** to Neighborhood and any remaining copays/coinsurance amounts and **Medicaid only benefits** (if available) to EOHHS for reimbursement.

Important Changes for Providers

1. **Payer ID Alignment:** The payer ID for these products will be 05047, meaning all Neighborhood lines of business will now share the same payer ID as of January 1, 2026.

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2. **New Member ID Cards:** All D-SNP members (both **Neighborhood Dual CONNECT** and **Neighborhood INTEGRITY for Duals**) will be issued new member ID cards in mid-December with ID numbers that:
- Are 12 digits in length
 - Start with “12” as an identifying prefix

3. **Appointment Access Standards**

In accordance with the new EOHHS standard for these products, updated appointment access standards will apply (see grid below):

Appointment Type	Standard
Emergency care	Immediate
Urgent care	Within 24 hours
Routine care (primary and OB/GYN)	Within 15 business days
Routine care (specialty)	Within 30 business days
Non-emergent, non-urgent, sick visit	Within 7 business days
Non-Emergent or Non-Urgent Mental Health or Substance Use Services	Within 10 calendar days
Physical examination (for Medicaid Only)	Within 180 days
Early and Periodic Screening, Diagnostic and Treatment (Medicaid Only)	Within 6 weeks
New member (for Medicaid Only)	Within 30 calendar days

4. **Required Provider Training**

Neighborhood is here to support you in this transition and is offering you [a training](#) that introduces providers to our new products: **Neighborhood INTEGRITY for Duals** and **Neighborhood Dual CONNECT**.

Our comprehensive training program not only fulfills your annual training requirement but also deepens your understanding of Neighborhood’s plans, policies, and procedures.

Important:

- **Completing this training is mandatory, even if you have attested already this year.**
- All contracted provider groups must complete and attest to the training this fall, no matter what population they serve.
- An authorized representative from each provider organization must complete this training and formally attest to having done so.

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- By attesting, the representative agrees to review Neighborhood's training and educate all providers in their organization who provide direct member care.
 - Only one authorized representative per provider group is required to attest.
 - Please note that your organization may be asked to produce a list of practitioners who received the training, so this documentation should be kept on file.

Providers may choose to complete the training on their own or by attending a live webinar. Completion through either format fulfills the requirement [once attestation is submitted](#).

For your viewing and sharing convenience, the training is available below in PowerPoint and PDF formats.

- [Neighborhood Training Fall 2025 \(Powerpoint\)](#)
- [Neighborhood Training Fall 2025 \(PDF\)](#)

Live Webinar:

- [December 16, 2025](#)

Updated Provider Manual The updated Neighborhood Provider Manual is now available for review. This manual is effective on January 1, 2026 and reflects new policies and procedures related to Neighborhood's products, including Neighborhood INTEGRITY for Duals (HMO D-SNP) and Neighborhood Dual CONNECT (HMO D-SNP.) It is the responsibility of all contracted providers to review the manual prior to January 1, 2026. If you have questions about the training or the manual, please email providercomms@nhpri.org.

5. Updated Provider Manual

The updated [Neighborhood Provider Manual](#) is now available for review.

The manual reflects new policies and procedures related to Neighborhood's products, including Neighborhood INTEGRITY for Duals and Neighborhood Dual CONNECT.

It is the responsibility of all contracted providers to review the manual prior to January 1, 2026.

Neighborhood is excited to introduce these new products and the opportunities they bring to improve care for Rhode Islanders who are dually eligible for Medicare and Medicaid. More information will be provided in the coming weeks. If you have any questions, please contact Provider Services at 1-800-963-1001.

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