

Assisted Living Tier Change Process Update

February 26, 2026

Effective **March 1, 2026**, Neighborhood Health Plan of Rhode Island (Neighborhood) will assume responsibility for reviewing and determining tier change requests for members receiving Assisted Living services under the Long-Term Services and Supports (LTSS) waiver.

The Rhode Island Executive Office of Health and Human Services (EOHHS) will continue to determine the initial level of care and tier at the time of initial waiver approval. This update applies only to tier change requests submitted after initial approval.

This change aligns with updated State direction and is intended to streamline the tier change process, reduce delays, and improve turnaround times for providers.

What Is Changing

- **Tier Change Determinations**

Neighborhood will review and determine all tier change requests following initial waiver approval.

- **Reassessment Timeframe**

Upon receipt of a completed LTSS Change Form and PM-1 to LTSSOversightTeam@nhpri.org, Neighborhood will complete the reassessment within seven (7) calendar days, pending the member's consent.

- **Effective Date of Approved Tier Changes**

If a tier change is approved, the effective date will be the date the Neighborhood Case Manager completes the assessment. Tier changes will no longer be applied retroactively based on State processing timelines.

- **Authorization Process**

If a tier change is approved:

- Providers do not need to submit a new prior authorization request.
- Neighborhood will close the existing authorization and issue a new authorization that reflects the updated tier. An updated certificate report will also be generated and sent when the new authorization is created.

Once the authorization expires, providers remain responsible for submitting timely renewal authorization requests, consistent with current practice.

- **State Notification**

Following approval of a tier change, Neighborhood will notify EOHHS so that the state LTSS portal can be updated accordingly.

- **Denials and Appeals**

If a tier change request is denied:

- Neighborhood will issue the denial letter.
- Appeal rights and instructions will be included in the denial notice.
- Appeals will be managed by Neighborhood.

What Is Not Changing

- EOHHS will continue to determine the initial level of care and tier.
- Providers must continue submitting the LTSS Change Form and PM-1 when requesting a tier change.
- Tier change requests should continue to be submitted to the LTSS Team Oversight mailbox at LTSSOversightTeam@nhpri.org.

For questions, please contact Liggia Soto, Senior Manager of Long-Term Services and Support at lsoto@nhpri.org

Neighborhood is committed to ensuring a smooth transition and providing timely, consistent communication throughout this process.