



Important Update to Your Neighborhood Health Plan of Rhode Island (Neighborhood) INTEGRITY for Duals (HMO D-SNP) Benefits

We are writing to tell you about three important benefit changes to your INTEGRITY for Duals (HMO D-SNP) coverage. It is important that you have the information you need about these changes and how it may affect your health care.

What's changing

Starting on May 1, 2026, the following services will require an approved Long-Term Services and Supports (LTSS) waiver, in order to receive these benefits:

- Personal Emergency Response System benefit
- Adult Day Health Services- Enhanced benefit
- Home Delivered Meals benefit

What this means for you

Starting on May 1, 2026, you will not be able to receive the benefits listed above unless you have an approved Long-Term Services and Supports (LTSS) waiver from the Executive Office of Health and Human Services (EOHHS). To get an LTSS waiver, you first need to fill out an application. Neighborhood can help you apply for this waiver.

What you need to do

There is nothing you need to do at this time. A Neighborhood team member will call you to help you with the Long-Term Services and Supports (LTSS) waiver application.

Questions?

Please call Member Services at 1-844-812-6896 (TTY 711) 8:00 a.m. to 8:00 p.m., seven days a week from October 1 through March 31. From April 1 through September 30, you can call us 8:00 a.m. to 8:00 p.m. Monday through Friday (you may leave a voicemail on Saturdays, Sundays, and Federal holidays). The call is free.

Thank you,

Neighborhood Health Plan of Rhode Island

Neighborhood Health Plan of Rhode Island's INTEGRITY for Duals (HMO D-SNP) is a health plan that contracts with Medicare and the Rhode Island Medicaid Program. Enrollment in Neighborhood Health Plan of Rhode Island's INTEGRITY for Duals plan depends on contract renewal.