

## **Update to Personal Emergency Response System (PERS) Coverage for INTEGRITY for Duals Members**

**Neighborhood News – April 2026**

**Effective May 1, 2026**, Neighborhood Health Plan of Rhode Island (Neighborhood) is updating claims processing for Personal Emergency Response System (PERS) services for members enrolled in the Neighborhood INTEGRITY for Duals (HMO D-SNP) plans.

### **What is changing**

- Claims for PERS services will be denied for members who do not have an approved Long-Term Services and Supports (LTSS) waiver. This change ensures compliance with state LTSS requirements.
- Providers are responsible for verifying a member's LTSS waiver status before rendering services. This can be done by calling Provider Services at 1-800-963-1001 or by checking the member's status through the Department of Human Services portal. An automated self-service solution is currently in development. Providers will be notified once this functionality is available.

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