



Welcome to Neighborhood Dual CONNECT!

Neighborhood Dual CONNECT is a health plan that contracts with Medicare and coordinates with Rhode Island Medicaid to provide the benefits of both programs to enrollees.

Your new coverage includes:

- Your choice of doctors, pharmacies, and other providers within the plan's network who work together to give you the care you need
- Prescription drugs (This includes your Medicare Part D drugs)
- Extra benefits and services including a care manager, home delivered meals after a hospitalization or inpatient surgery, a healthy food / over-the-counter (OTC) / rewards and incentives benefit card, a gym membership, and Medicare-covered vision and hearing services
- Durable Medical Equipment, like wheelchairs, hospital beds and oxygen equipment

This letter is proof of your new coverage. Please bring this letter with you to the pharmacy or office visit until you get your Member ID Card from us. If you have questions, call Neighborhood Dual CONNECT Member Services at 1-844-812-6896 (TTY 711), 8 a.m. to 8 p.m., seven days a week from October 1 to March 31. From April 1 through September 30, 8 a.m. to 8 p.m. Monday through Friday (you may leave a voicemail on Saturdays, Sundays, and Federal holidays). The call is free.

What happens next?

You may begin using Neighborhood Dual CONNECT network primary care providers and pharmacies for all of your health care services and prescription drugs as of your enrollment date.

If you need emergency or urgently needed care, or out-of-area dialysis services, you can use providers outside of Neighborhood Dual CONNECT's network.

To help with the transition to Neighborhood Dual CONNECT, you can continue using the providers you use now for at least 90 days during what is known as the continuity of care period. You will get a notice from Neighborhood Dual CONNECT letting you know if you are using a provider or getting a service that is not normally in our network and what you will need to do before the end of your continuity of care period. You will also have access to a 30-day supply of Part D drugs you currently take during your first 90 days in the plan if:

- you are taking a drug that is not on our *List of Covered Drugs*,

- health plan rules do not let you get the amount ordered by your doctor, **or**
- the drug requires prior approval (PA) by Neighborhood Dual CONNECT.

The new Member kit includes:

- Summary of Benefits
- Instructions for getting more information about the drugs on our *List of Covered Drugs*
- Instructions for getting more information about the providers and pharmacies in our network

Within eight days of your enrollment, we will send you a Member ID Card.

An up-to-date copy of the *Evidence of Coverage (EOC)* is always available on our website at www.nhpri.org/DualCONNECT. You may also call Member Services at 1-844-812-6896 to ask us to mail you an *Evidence of Coverage (EOC)*.

How much will I have to pay for Neighborhood Dual CONNECT?

You will not have to pay a plan premium, deductible, or copays when getting health services through a Neighborhood Dual CONNECT provider.

How much will I have to pay for prescription drugs?

When you pick up your prescription drugs at our network pharmacy, you'll pay no more than **\$5.80** each time you get a generic drug that's covered by Neighborhood Dual CONNECT and no more than **\$14.40** each time you get a brand name drug that's covered by Neighborhood Dual CONNECT. Copays for prescription drugs may vary based on the level of Extra Help you get. Please contact Neighborhood Dual CONNECT for more details.

How can I choose a primary care provider?

When you join Neighborhood Dual CONNECT, you may have selected a primary care provider (PCP) at the time of application, been assigned a PCP upon enrollment, or need to choose a PCP in our network.

Choose a PCP:

- That you use now, or
- Who has been recommended by someone you trust, or
- Whose offices are easy for you to get to

Our Provider and Pharmacy Directory lists all the primary care providers in our network. It also tells you where the provider's office is located, the telephone number, the languages they speak, the hours the office is open and if they are accepting new patients. To see the directory, visit our website at

www.nhpri.org/DualCONNECT. You can also ask for a copy by calling Neighborhood Dual CONNECT Member Services. Once you have chosen a PCP, call us and let us know.

If you were seeing a PCP when you joined Neighborhood Dual CONNECT, check to see if they are in our network. If they are not, please call us and we will reach out to your provider to request they join our network, or we can help you find a PCP who is in our network. If a PCP is not listed on your member ID card or you would like to change your PCP, call Neighborhood Dual CONNECT Member Services at 1-844-812-6896 (TTY 711).

What if I have other health or prescription drug coverage?

If you have other health or drug coverage, such as from an employer or union, you or your dependents could lose your other health or drug coverage completely and not get it back if you join Neighborhood Dual CONNECT. Other types of health and drug coverage include TRICARE, the Department of Veterans Affairs, or a Medigap (Medicare Supplement Insurance) policy. Contact your benefits administrator if you have questions about your coverage.

Can I leave Neighborhood Dual CONNECT or join a different plan?

Yes. You may leave Neighborhood Dual CONNECT **at any time during the year** by calling us 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).

If you leave Neighborhood Dual CONNECT, your coverage will end on the last day of the month after you tell us. If you leave Neighborhood Dual CONNECT and don't join a Medicare health or prescription drug plan, you'll be covered under Original Medicare and Medicare will enroll you in a Medicare prescription drug plan. You will get your Medicaid benefits directly through Rhode Island Medicaid Fee for Service (FFS).

What if I have questions?

- For questions about **this notice or Neighborhood Dual CONNECT's coverage**, call us at 1-844-812-6896 (TTY 711), 8 a.m. to 8 p.m., seven days a week from October 1 to March 31. From April 1 through September 30, 8 a.m. to 8 p.m. Monday through Friday (you may leave a voicemail on Saturdays, Sundays, and Federal holidays). The call is free. You can also visit www.nhpri.org/DualCONNECT.
- For questions about **Medicare**:
 - Call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week.
 - Call 1-877-486-2048 if you use TTY.
 - Visit the Medicare home page at www.medicare.gov.

- For questions about **Rhode Island Medicaid**, call the DHS Info Line at 1-855-697-4347 (TTY 711), Monday, Tuesday, Thursday and Friday, 8:30 a.m. - 3:00 p.m.
- For questions about **Medicare enrollment options**, call Rhode Island's Office of Healthy Aging (OHA) at 1-401-462-3000 (TTY 1-401-462-0740), Monday through Friday, 8:30 a.m. to 4:00 p.m. to speak with a State Health Insurance Assistance Program (SHIP) counselor.
- For questions about combined **Rhode Island Medicaid and Medicare enrollment options**, call The Point at 1-401-462-4444 (TTY 711), Monday through Friday, 8:30 a.m. to 5:00 p.m. to speak with a Medicare-Medicaid Enrollment (MME) counselor.
- For **service or billing problems, or assistance with filing a complaint or an appeal** with our plan, call the RIPIN Healthcare Advocate at 1-855-747-3224 (TTY 711), Monday through Friday, 8:30 a.m. - 4:30 p.m. The RIPIN Healthcare Advocate is not connected with us or with any insurance company or health plan.

Thank you for being a valued Neighborhood member.

Neighborhood Health Plan of Rhode Island

You can get this document for free in other formats, such as large print, braille, or audio. Call 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).

Neighborhood Health Plan of Rhode Island's Dual CONNECT (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 Dual CONNECT plan depends on contract renewal.