

Important Information for Neighborhood INTEGRITY for Duals (HMO D-SNP) Members



Learn about your health plan.

You can find everything you need to know about being an INTEGRITY for Duals member in your Neighborhood **Member Handbook**. The Member Handbook tells you all about your benefits, how you can get care, and your rights as a Neighborhood member. You can view a copy of the Member Handbook online at www.nhpri.org/INTEGRITYDuals/member-materials.

Make decisions about your future health care.

Advance Directives are important legal documents that tell your loved ones and health care providers what kind of care you want to receive if you become seriously ill or injured. Your Member Handbook includes information about advance care planning and how to put your wishes in writing. Refer to Chapter 8 of the Handbook to learn more about advance care planning and find links to important legal documents. You can view the Member Handbook online at www.nhpri.org/INTEGRITYDuals/member-materials.

Extra Help from Medicare can help pay for your Medicare prescription drugs.

If you are eligible for Extra Help from Medicare, your monthly plan premium for INTEGRITY for Duals is \$0. Learn more by reading the Neighborhood Low-Income Subsidy (LIS) Notice online at www.nhpri.org/INTEGRITYDuals/member-materials.

Regular visits with a primary care provider (PCP) are important for good health.

Neighborhood's **Provider and Pharmacy Directory** lists all of the providers and pharmacies in our network. You can access the Directory online at www.nhpri.org/INTEGRITYDuals/find-a-provider-or-pharmacy. If you need help finding a network provider or pharmacy, please call Member Services at the number listed below.

Check to see if your prescription drugs are covered.

Neighborhood's **List of Covered Drugs** (also known as the Drug List) tells you which prescription drugs are covered for Neighborhood's INTEGRITY for Duals members as well as if there are any special rules or restrictions on these drugs. To access the Neighborhood Drug List, please visit <https://www.nhpri.org/medicare-medicaid/integrityduals/member-materials/> or use our "Real Time Benefit Tool" at www.caremark.com.

Sign up for the INTEGRITY for Duals member portal.

The **INTEGRITY for Duals member portal** connects you to your Neighborhood account 24 hours a day, 7 days a week. When you sign in to the member portal, you can change your address, phone or email, choose a new PCP, download or request a new member ID card, view your claims and enrollment histories, check the status of a prior authorization, link your prescriptions, AND MORE! Sign up today at www.nhpri.org/INTEGRITYDuals.

Questions? If you have questions or would like a copy of the EOC, the Provider and Pharmacy Directory, or the List of Covered Drugs mailed to you, please call **Neighborhood 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).

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.