

# Healthy You

SUMMER 2020

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We know that these are challenging times for many Rhode Islanders. Neighborhood is here to help you stay healthy. We'll get through this together.



# STAYING HEALTHY During the COVID-19 Crisis

Neighborhood is committed to the health and safety of our members. We want you to stay healthy and be informed.

Visit our website for the most up-to-date information and to:

- Get answers to frequently asked questions
- Find resources on health and wellness, food assistance, prescription drug delivery and more
- Learn about what is covered under your plan



[www.nhpri.org/coronavirus-update/](http://www.nhpri.org/coronavirus-update/)

For more information from the Rhode Island Department of Health, visit <https://health.ri.gov/diseases/ncov2019/>

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Neighborhood Health Plan of Rhode Island complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: Si habla Español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-459-6019 (TTY 711).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-459-6019 (TTY 711).

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# Our Utilization Management Team

Neighborhood Health Plan of Rhode Island (Neighborhood) has a special team of nurses and clinical staff that reviews your requests for hospital admission and other treatments. This process is called Utilization Management (UM). If you have questions about a care decision Neighborhood has made, give us a call at **1-800-459-6019 (TTY 711)**.

The Member Services Team is available to answer your questions Monday through Friday, 8 am to 6 pm. If you call after hours, please leave a message and we will return your call the next business day. Neighborhood offers language assistance to members to discuss UM questions. Neighborhood wants to make sure you get the help and information you need.



## Member Services is Ready for Your Call

**Monday - Friday, 8 am to 6 pm**

**ACCESS/TRUST:** 1-800-459-6019 (TTY 711)

**Commercial Plans:** 1-855-321-9244 (TTY 711)

**Email Us:** [www.nhpri.org/contact-us/email-us/](http://www.nhpri.org/contact-us/email-us/)



# FRESH AIR IS GOOD MEDICINE

There are safe and fun ways for you and your family to keep moving during these challenging times.

- Take a walk
- Ride bikes
- Play catch
- Have a family dance party

Physical activity will help reduce stress and improve mental health for you and your family.

*Remember to practice social distancing and keep 6 feet between yourself and others.*



## Gift Card Raffle

Enter for a chance to win a \$25 gift card to Walmart by August 28, 2020. Visit [www.nhpri.org/newsletter-affle/](http://www.nhpri.org/newsletter-affle/) and fill out the form to enter. Three winners will be selected.



Healthy You is published by Neighborhood Health Plan of Rhode Island for its members. The information is intended to educate its members about subjects pertinent to their health and is not a substitute for consultation with their provider. ©2020 Printed in U.S.A.

For more health tips and resources, visit [www.nhpri.org/your-health](http://www.nhpri.org/your-health) or call Neighborhood Member Services at 1-800-459-6019 (TTY 711).

Approved #2963, 6/23/2020