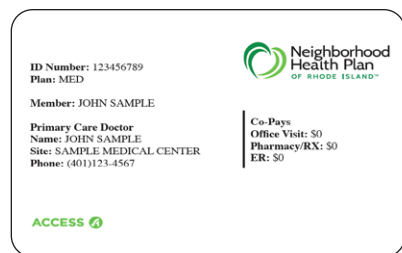




Information for Neighborhood Health Plan of Rhode Island Members

When you join Neighborhood Health Plan of Rhode Island (Neighborhood), you will get a member ID card in the mail about **ten (10) days** after joining Neighborhood. Each family member who is enrolled will have their own card.



You will also get a RI Medicaid (anchor) card in a separate mailing from the State of Rhode Island. Each family member who is enrolled will have their own card.



If you have questions about your benefits with Neighborhood or RI Medicaid, call Neighborhood Member Services at 1-800-459-6019 (TTY 711). Regular business hours are Monday through Friday 8:00am–6:00pm. If you call after business hours, please leave a message and someone will call you back.

Carry Both Cards at All Times

Neighborhood members have a responsibility to carry your Neighborhood member ID and your Rhode Island Medicaid card with you at all times. **Always show both ID cards when you go to the doctor, hospital, pharmacy or other provider.**

Keep Your Information Up-To-Date

It's very important that Neighborhood and RI Medicaid have your correct information and mailing address. To report any changes, contact the following:

Neighborhood: Call Member Services at 1-800-459-6019 (TTY 711) Monday through Friday, 8:00 a.m. to 6:00 p.m. After hours, please leave a message and someone will call you back.

RI Medicaid: Call HealthSource RI at 1-855-840-4774 or go online to www.healthsourceri.com.