



Neighborhood Health Plan

OF RHODE ISLAND™



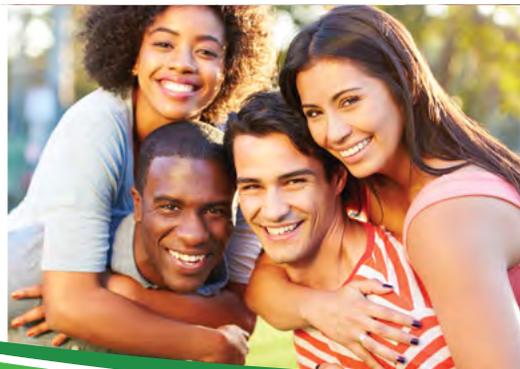
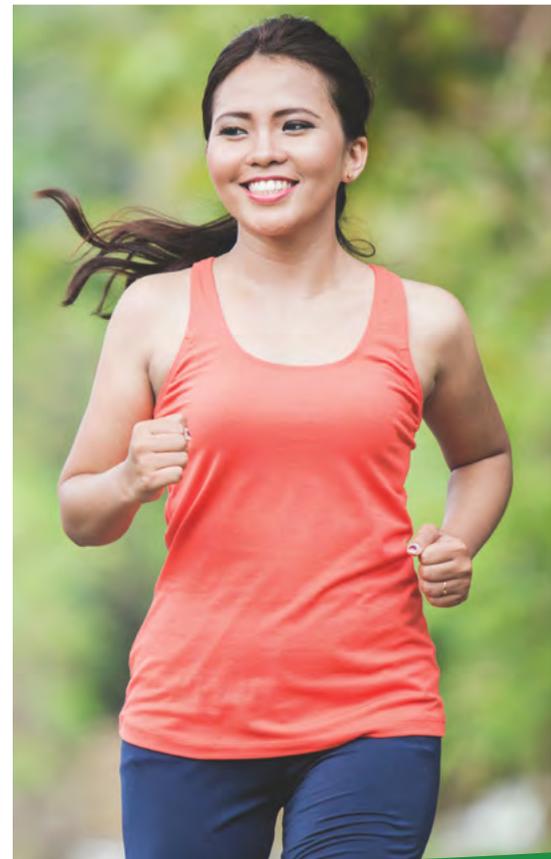
ACCESS  **Rlte Care Plan**

TRUST  **Rhody Health Partners Plan**



About Neighborhood

- ✔ Neighborhood offers **affordable health insurance** to individuals and families through Rhode Island Medicaid and HealthSource RI.
- ✔ We were **founded in 1993** by 13 Rhode Island community health centers.
- ✔ Neighborhood serves **one out of every five** Rhode Islanders.
- ✔ We have a **large provider network** which means easy access to health care.
- ✔ Neighborhood Health Plan of Rhode Island is a **not-for-profit 501c3** organization.





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At Neighborhood, we have a plan for you!

Since 1993 we have been providing Rhode Islanders access to high-quality, affordable health care. No matter your age, income or circumstance, we have a plan for you!

If you qualify, you can enroll in a Neighborhood Medicaid plan at any time. Eligibility for Medicaid is decided by the Rhode Island Executive Office of Health and Human Services (EOHHS).

This booklet is an overview of benefits. It is not a contract. If you are a Neighborhood member, please refer to the Member Handbook on our website at www.nhpri.org for more information. You may also ask for a copy of the Handbook by calling Neighborhood Member Services at 1-800-459-6019 (TTY 711) Monday – Friday, 8 a.m. to 6 p.m.



About the Plans

We know health insurance can be confusing. We are here to help! This booklet explains how you can get health care services with one of our two Medicaid plans – ACCESS and TRUST.

ACCESS

ACCESS is Neighborhood's Medicaid plan through the Rite Care program for children, families and pregnant women.

- » This plan includes the Children with Special Health Care Needs program.
- » Children with a disability or chronic condition are eligible to receive the same benefits from Neighborhood ACCESS if they qualify for Supplemental Security Income (SSI), Katie Beckett, or Adoption Subsidy through the Department of Children, Youth and Families (DCYF).

TRUST

TRUST is Neighborhood's plan for adults with or without disabilities.

There are two plan options within TRUST:

- » Rhody Health Partners is Neighborhood's Medicaid plan for adults with disabilities. This Medicaid plan is for individuals that live in Rhode Island and do not receive long-term services and supports (LTSS).
- » Rhody Health Partners Expansion is Neighborhood's Medicaid plan for adults without dependent children or disabilities.





Benefits and Services

With Neighborhood, you have access to a wide range of benefits to help keep you healthy. We have a large network of providers, specialists, hospitals and pharmacies to give you the services that you need.*

**For a complete list of benefits, covered services, exclusions and prior authorization rules, visit www.nhpri.org.*

Benefits



Access to a provider or nurse 24 hours a day, 7 days a week



Behavioral health services



Check-ups and annual visits



Dental services*

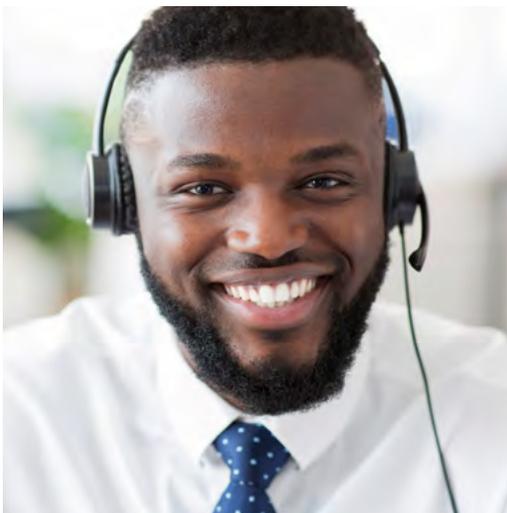


Emergency care



Hospital care





Benefits



Interpreter services



Lab tests



A Member Advocate who can help solve complex issues related to your health, such as getting the care or medications you need to stay healthy



Member newsletter with health tips, plan information and more



Neighborhood REWARDS, including gift cards for annual check-ups, and more

See page 12 for details

* Dental is covered by Rhode Island Medicaid and Rite Smiles

Benefits



Nurses and social workers to help you get the care you need



Nurse Advice Line available 24 hours a day, 7 days a week



Over-the-counter medicines like ibuprofen, with a prescription



Pregnancy programs to help you have a healthy pregnancy and healthy baby
See page 13 for details



Prescription drugs



Routine vaccines (shots)





Benefits



Skilled nursing and home health care



Smoking, drug or alcohol help



Transportation services, if you qualify, through Rhode Island Medicaid's non-emergency transportation provider



Wellness programs to help you manage your health



Special Wellness Benefits

Neighborhood REWARDS

As a Neighborhood member you may be eligible for special perks and rewards for healthy living.* Our many offerings include gift cards and much more.

- » Gift cards to Walmart for annual check-ups, routine vaccines for kids, mammograms, diabetes screenings and more
- » Access to the Providence Children's Museum
- » Up to \$50 in a gift card for a 3-month gym membership
- » Visit our website at www.nhpri.org/rewards for information about our REWARDS program

*Restrictions Apply

Having a Baby?

Neighborhood has two programs for pregnant members:

- » **LunaYou** is a personalized program to help you stay healthy during your pregnancy. LunaYou helps you set personal health goals, get connected to a wellness coach and track your progress.
- » The **Bright Start Program** provides support and education during your pregnancy. We also provide rewards for your healthy behaviors before and after your baby is born.

For more information on our pregnancy programs, visit our website at www.nhpri.org/your-health/programs/bright-start.

Everyone Can Use a Little Extra Support

Neighborhood has partnered with Pyx Health to help our members feel more cared for. Pyx Health works with you to find resources that support your physical and mental health. And the Pyx Health app is an interactive program designed to make you feel better each day with companionship and humor.



Getting the Care you Need

With Neighborhood ACCESS and TRUST, you always have access to high-quality health care and services. There are many ways to get the care you need.

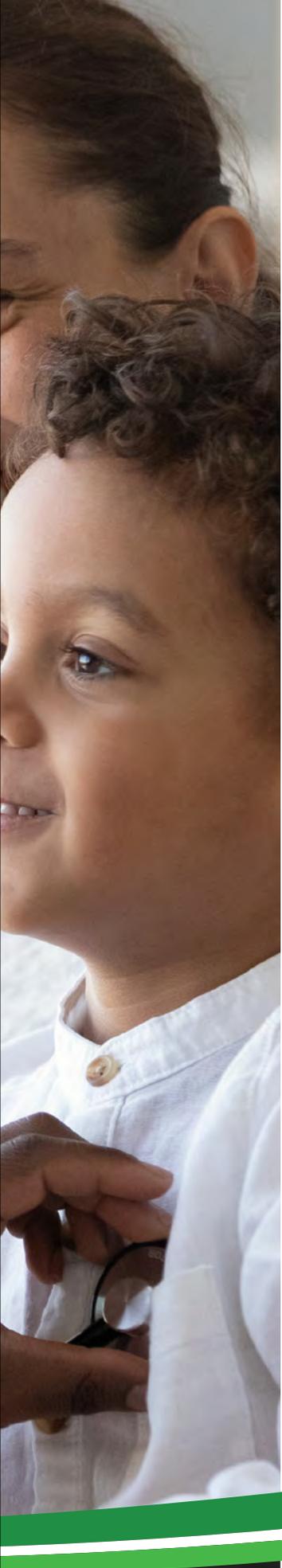
Our Provider Directory

You can find a list of primary care and other providers that are in our network by using our online search tool at:

www.nhpri.org/find-a-doctor or by calling the Neighborhood Sales Team at 1-401-459-6075 (TTY 711), 8:30 a.m. to 5 p.m., Monday – Friday.

Member Services

We're here for you! Neighborhood has a friendly and helpful Member Services team to answer your questions once you become a member. We speak your language and many of our team members live in the towns you live in! Our representatives are available at 1-800-459-6019 (TTY 711) Monday-Friday from 8 a.m. to 6 p.m.



Primary Care

When you become a Neighborhood member, you will choose a primary care provider – or PCP – from Neighborhood’s large provider network. A PCP is available to you 24 hours a day for such things as appointments, vaccines, urgent care, check-ups and other health problems. If you are far from home and get sick, you may be able to see a provider that is not in our network.*

Community Health Centers

Neighborhood and the Community Health Centers in Rhode Island share a mission to provide high-quality, affordable health care. There are Community Health Centers all over the state in many convenient locations. Many health centers have weekend hours and urgent care options available, as well as specialty services. You can go to a Community Health Center for your primary care and other health care needs.

Referrals and Specialists

You can also get care from specialists. A specialist is a provider that takes care of a certain parts of the body such as your heart, lungs, bones, or your mental health. Sometimes you will need a referral from your PCP to see a specialist.

Emergency Care

Neighborhood covers all emergency care such as heart attacks, strokes and major injuries. If you have an emergency, always call 911 and ask for help or go directly to the nearest hospital emergency room right away. No matter where you are, emergency services are covered. You do not need an approval first.

**Out of network services must be approved first.*



Prescription and Over-the-Counter Drug Coverage

Our Medicaid plans offer prescription and over-the-counter drug coverage, giving you access to hundreds of medicines you may need to stay healthy.

Also, members can go to almost any pharmacy in Rhode Island to get a prescription filled. Many of the pharmacies in our network are open 24 hours a day.

To see if your medications are covered, visit the Neighborhood website at www.nhpri.org/CheckYourMeds or call the Neighborhood Sales Team at 1-401-459-6075 (TTY 711), 8:30 a.m. to 5 p.m., Monday – Friday.

Medical Review

We have to make sure the care you get is covered. We use utilization management (UM) to do this.

Only doctors, nurses and pharmacists perform UM. Examples of UM include pre-service review, urgent concurrent review, and post-service review.

For more information on the review process, please go to:
www.nhpri.org/access-a-rite-care-plan or
www.nhpri.org/trust-rhody-health-partners

We do not reward any person for saying no to needed care.

How to Enroll

We are here to help! Call us.

The Neighborhood Sales Team can answer your questions and help you to enroll. The Sales Team can be reached by calling **1-401-459-6075 (TTY 711)**, 8:30 a.m. to 5 p.m., Monday – Friday.

For more information about Neighborhood's ACCESS or TRUST plans, you can also visit us online at **www.nhpri.org**.





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

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