

New Home Care Gap Notification Form

April 28, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) appreciates your continued partnership in caring for our INTEGRITY members. The overall goal of INTEGRITY is to coordinate high-quality, member-centered, cost-effective care by implementing an integrated, interdisciplinary approach with a focus on high-touch care management.

Neighborhood values the quality care delivered to our members by our home healthcare partners. We know our partner agencies do all they can to fulfill a member's care plan and deliver all ordered services and hours. There may be times, however, when your agency is unable to provide services for an existing Neighborhood member.

Effective July 1, 2023, in order for Neighborhood to adequately monitor any “gaps in homecare” services – specifically for Neighborhood INTEGRITY (MMP) members, Neighborhood is requiring providers to complete and submit a Home Care Gap Notification Form any time a Neighborhood MMP member has or will experience a gap in homecare services for more than one scheduled visit.

For example, this Home Care Gap Notification Form should be used when an MMP member is authorized for 20 hours/week, but only 10 hours will be filled that week. This form does not need to be submitted if another staff is filling the hours.

- *Notification to Neighborhood is required as soon as agency is aware that the gap is going to or has occurred.*

The Home Care Gap Notification Form can be found on our website via the following path:
[Providers](#) - [Provider Resources](#) - [Forms](#) – [Home Care Gap Notification Form](#)

Email the completed Home Care Gap Notification Form to: INTEGRITYPC/AdminTeam@nhpri.org or you can fax: **401-709-7025**

In response to your preference to streamline our processes, we are working to develop an eForm for the notification of gaps in home care. eForms are preferred by Neighborhood providers and also support our organizational efforts to become paperless. We will notify you when the form is available for use.

Neighborhood appreciates your prompt compliance with the above requirement. If you have any questions about this notification, please contact Liggia Soto, LTSS Oversight Manager at lsoto@nhpri.org or at 401-427-6745.