
Home Health Care Services Payment Policy Benefit Limitation and LTSS Waiver Enforcement Frequently Asked Questions

December 20, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) has compiled the following questions and answers based on feedback received during November's Home Care Provider Advisory Committee meeting. The following information will provide home care agencies with clarity regarding the recently updated [home health care services payment policy](#).

If anyone has any additional questions, please contact Monica Osorio, Senior Provider Relations Representative, at mosorio@nhpri.org.

- 1. Does the preventative benefit of six (6) hours of homemaker and/or personal services per week (up to 10 hours per couple per week) apply to both INTEGRITY and Neighborhood Medicaid?**

Yes, the preventative benefit applies to both products.

- 2. Once a member is approved for the long-term services and supports (LTSS) waiver, who should home care agencies bill for the services provided?**

For Neighborhood Medicaid, home care agencies should obtain authorization from, as well as bill, Medicaid fee for service. For INTEGRITY, home care agencies should continue to bill Neighborhood.

- 3. What is the expected turnaround time for the Executive Office of Health and Human Services (EOHHS) to review an LTSS application?**

EOHHS processing times vary. In some cases, Neighborhood has seen timelines of up to nine (9) months. Please see below:

INTEGRITY

Requested hours will be authorized and remain in place on a case-by-case basis while LTSS applications are pending. The authorization will remain in place for up to 90 days provided the member has submitted all requested or required documentation for the LTSS application.

Neighborhood Medicaid

Authorized hours will be reduced to the preventative level once the authorization is up for renewal regardless of whether there is an application pending.

4. Are all members being reduced to six (6) hours of preventative services on January 1 regardless of waiver status?

No, all members are not being reduced to six (6) hours of preventative services on January 1.

If the member has an LTSS waiver, their hours will continue and will be periodically reassessed for accuracy by Neighborhood or EOHHS, depending on the line of business (Please see question #2).

If the member does not have a LTSS waiver, the following guidance will apply:

INTEGRITY

Authorized hours will remain in place on a case-by-case basis while LTSS applications are pending (Please see question #2).

Neighborhood Medicaid

Authorized hours will be reduced to the preventative level once the authorization is up for renewal regardless of a pending application.

5. Should the staff of home care agencies assist Neighborhood members in filling out the LTSS waiver application?

The home care agencies cannot assist Neighborhood members with their LTSS application but can educate the member on the need for the waiver and advise them to contact Neighborhood for assistance with completing their application. Home care agencies should encourage members to keep their contact information up to date with Neighborhood and the State of Rhode Island to ensure Neighborhood care managers can support them with this process.

INTEGRITY

Members can contact their case manager or Member Services at 1-844-812-6896.

Neighborhood Medicaid

Members who need application assistance can call the LTSS Coordinator, Jennifer Johnson, at 401-427-8898, or Member Services at 1-800-459-6019.

6. Will agencies be notified in advance when a member's hours of service are being reduced?

Yes, agencies will be notified in advance of any reduction in hours.

INTEGRITY

Case management staff will verbally notify members and providers of any reduction in hours. In the case of a denial, Utilization Management (UM) will issue a written notification to both members and providers.

Neighborhood Medicaid

All communication (verbal and written) regarding a reduction in hours or a denial will be issued by UM.