

#1 Medicare-  
Medicaid Plan  
in the Country\*



Get the care you need and the benefits you want –  
for \$0!



\*According to the 2023 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Neighborhood **INTEGRITY**  
(Medicare-Medicaid Plan)





Use this guide to learn about all of the great **benefits** and **services** available to **Neighborhood INTEGRITY** members.







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# Welcome

Neighborhood **INTEGRITY** (Medicare–Medicaid Plan) is a high-quality health plan for individuals who are eligible for both Medicare and Medicaid.

## With Neighborhood **INTEGRITY**, you get:

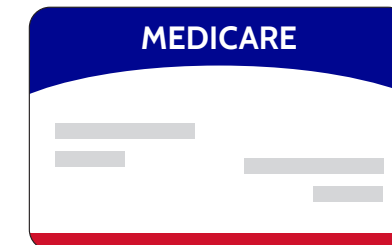
- » \$0 plan premiums, \$0 deductibles, \$0 copays, \$0 prescription drugs, and \$0 over-the-counter (OTC) products\*
- » Supplemental benefits like dental services through Delta Dental of Rhode Island's Medicare Advantage Network and \$75 monthly healthy food savings card
- » \$0 copay for durable medical equipment such as incontinence supplies, diabetic supplies, and more
- » All the benefits you are receiving from Medicare, Part D, and Medicaid through one plan\*\*
- » A Neighborhood care manager, who can coordinate your benefits and services, help address any medication issues, and create your care plan

## » And more!

*\*Certain Medicaid benefits will still be covered through Rhode Island Medicaid, such as transportation services. We can help you access those services.*

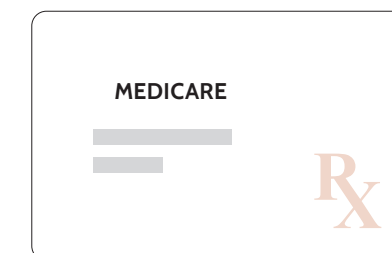
*\*\*If you get long-term services and supports (LTSS), you may have to pay part of the cost of the services. This amount is determined by Rhode Island Medicaid.*

## One Card for All of Your Health Care



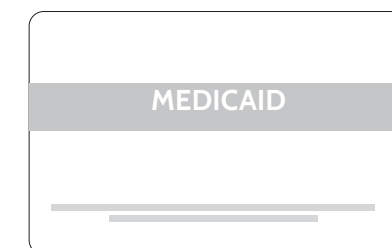
Medicare Card

+



Part D Card  
(Rx Coverage)

+



Rhode Island  
Medicaid Card

=



Neighborhood  
**INTEGRITY**











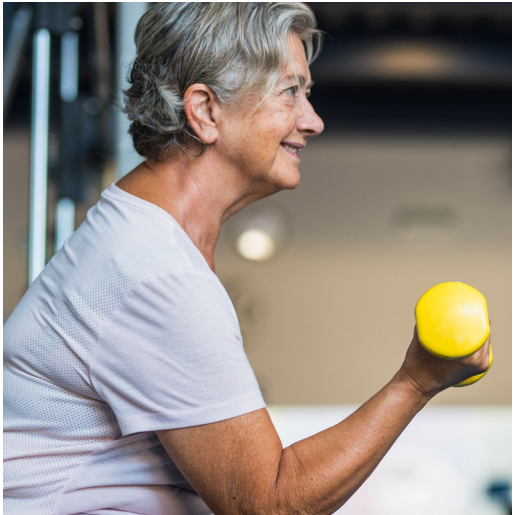
# 2025 Benefits and Services

This is a short description of our 2025 plan benefits. For a complete list of benefits, covered services, exclusions, and prior authorization rules, visit

[www.nhpri.org/medicare-medicaid/benefits/](http://www.nhpri.org/medicare-medicaid/benefits/)



Description	Your Cost
 Monthly premium	\$0
 Primary care provider (PCP) visits	\$0
 Specialist visits	\$0
 Ambulance services	\$0
 Mail order and prescription drugs	\$0
 Over-the-counter drugs	\$0







Description	Your Cost
 Diabetes self-management services and supplies, like test strips, glucose monitor, and more	\$0
 Durable medical equipment, like medical supplies and devices, adult diapers, and much more	\$0
 Hospital stays (inpatient, outpatient, and mental health)	\$0
 Gym membership	\$0
 Chiropractic services	\$0
 Substance use services	\$0



Description	Your Cost
 Dental coverage <sup>1</sup>	\$0
 Annual hearing exam	\$0
 Hearing aids	\$0
 Annual eye exam	\$0
 Eyeglasses, lenses, and contacts	\$0
 Labs/X-rays	\$0



Description	Your Cost
 Skilled nursing facility care	\$0
 Transportation <sup>2</sup>	\$0
 24/7 nurse advice line	\$0
 Long-term services and supports (LTSS) benefits, like meal delivery, personal care assistance, homemaker, and much more <sup>3</sup>	\$0

1. Dental coverage though Neighborhood includes an annual \$1,250 limit for various preventive and restorative services. See page 29 for details. Neighborhood will assist with coordinating other services with Rhode Island Medicaid.

2. Covered by Rhode Island Medicaid.

3. If you get long-term services and supports (LTSS), you may have to pay part of the cost of the services. This amount is determined by Rhode Island Medicaid.



# Over-the-Counter Medicines

With a prescription from your provider, you can get hundreds of generic over-the-counter medicines\* with a \$0 copay, including:

- » Allergy, sinus, cold and flu, and pain relief products
- » Smoking cessation products, like nicotine patches and gum
- » Vitamins and supplements
- » Diabetes care products, like glucometers, test strips, and lancets
- » Foot care products, like medicated foot powder and cream
- » Digestive health products, like antacids and laxatives
- » Eye and ear care products, like eye drops and earwax removal drops
- » Skin care products, like healing ointment and dry skin cream
- » Sleep aids, like melatonin

For a full list of over-the-counter medicines, view our List of Covered Drugs (Formulary) online at:

[www.nhpri.org/medicare-medicaid/member-materials](http://www.nhpri.org/medicare-medicaid/member-materials)

*\*Limitations and restrictions may apply.*



Vitamins



Test Strips



Eye Drops



Dry Skin Cream



# Durable Medical Equipment

You are eligible for durable medical equipment\* with a \$0 copay, including:

- » Home health care and daily living equipment
- » Wheelchairs and walkers
- » Incontinence products, like disposable underpads and more
- » Crutches
- » Diabetic supplies
- » Oxygen equipment and supplies
- » Personal emergency response system

To find a list of durable medical equipment providers, visit [www.nhpri.org/find-a-doctor](http://www.nhpri.org/find-a-doctor) and click on Durable Medical Equipment or call Neighborhood Member Services.

*\*Limitations and restrictions may apply.*



Adult Diapers



Shower Chair



Walker



Wheelchair



# Long-Term Services and Supports (LTSS)

LTSS is a variety of services and supports that help you meet your daily needs. These services and supports can improve quality of life so that you can safely remain in your home, if you are eligible.\*

Programs and services you may be eligible for with Neighborhood INTEGRITY's LTSS benefits:

## Assisted living services:\*\*

- » Services and supports for you to live in an assisted living facility, such as help with meals; assistance with personal care; help with medications, housekeeping, and more

All Neighborhood INTEGRITY members are eligible for our companion services program. See page 23 for more information!

## Home care services:\*\*

- » Personal care services, such as help with dressing and eating
- » Homemaking services, such as laundry and shopping

## Home health agency care services:\*\*\*

- » Full-time, part-time, or intermittent skilled nursing, certified nursing assistant, and home health aide services
- » Medical and social services
- » Medical equipment and supplies

## Meals on Wheels:

- » Food delivery to your home, including one meal per day for up to five days a week

## Personal Choice Program

- » Choose the caregiver for the services you need, like personal care, homemaker, or chore services, so you can live at home
- » Using a budget based on your individual care needs, you can make the decisions on who provides the care you need

The plan may also pay for other services not listed here. If you get long-term services and supports (LTSS), you may have to pay part of the cost of the services. This amount is determined by Rhode Island Medicaid.

*\*Eligibility is determined by Rhode Island Medicaid*

*\*\*Prior authorization is required*

*\*\*\*Prior authorization may be required*



# More Benefits at \$0

Take advantage of these added benefits to get the most from your health plan!

These benefits include:

- » In-home companion services
- » Healthy food savings card – now with \$75 a month!
- » Gym membership and activity tracker
- » Meal delivery after a hospital stay or surgery
- » Preventive and restorative dental services – now up to \$1,250

Join Neighborhood to get access to these great benefits and services at no cost.



In-Home Companion



Healthy Food Savings Card



Gym Membership



Meal Delivery After a Hospital Stay or Surgery



Dental Services





# In-Home Companion

*A friendly companion to help you at home.\**

Neighborhood can connect you with a companion to support you when you need it most. Your companion can help you in many ways, including keeping you company, light house cleaning, running errands, and more.

**To get connected with a companion, call Neighborhood Member Services.**

*\*Restrictions may apply*





# Meal Delivery After Hospital Stay or Surgery

Healthy meal delivery when you need it most

At Neighborhood, we know it's hard to come home from the hospital with no food in the refrigerator. We also know how important it is to have healthy meals. That's why we have partnered with Mom's Meals.

When you are recovering from a stay in the hospital or surgery, we will make sure you get the nutrition you need for better health.

With Mom's Meals, you can get free meals delivered to your home based on your needs.\*

To get connected with Mom's Meals, contact Neighborhood Member Services.

*\*Restrictions may apply*

# Healthy Food Savings Card healthy benefits

Healthy eating just got easier with access to a *healthy benefits* savings card. With this card, you get \$75 every month, plus weekly coupons for additional savings!\*

You can shop at stores like Walmart, Stop and Shop, CVS, and other stores for a variety of healthy foods from the brand names that you know and love. To find store locations and learn more, visit [www.healthybenefitsplus.com/Neighborhood](http://www.healthybenefitsplus.com/Neighborhood).

Using your healthy food savings card is easy! Your savings card and the Healthy Benefits+™ app can be used to buy different kinds of food, including:

- » Fresh fruit and vegetables
- » Fresh salad kits
- » Dairy products
- » Meat and seafood
- » Canned fruits and vegetables
- » Healthy grains – bread, cereals, pastas, etc.

Did you know? With the Healthy Benefits+™ app, you can:

- » Get coupons for more savings
- » Find stores where you can use your Healthy Benefits card
- » View your account balance
- » Scan your card from your phone at checkout

*\*Restrictions may apply*







# Gym Membership

Physical activity is good for people of all ages. Get active with Neighborhood and the YMCA!\*

Join any of these YMCA of Greater Providence or YMCA of Pawtucket branches at no cost to you. Staying active can help improve your overall health and wellness. It could even lower your risk of heart disease, diabetes, or other chronic conditions.

You can join any of these YMCA locations at no cost:

- |  |   |
|--|---|
| 1. Bayside YMCA<br>70 West Street<br>Barrington, RI        | 6. Newman YMCA<br>472 Taunton Avenue<br>Seekonk, MA           |
| 2. Cranston YMCA<br>1225 Park Avenue<br>Cranston, RI       | 7. Pawtucket Family YMCA<br>20 Summer Street<br>Pawtucket, RI |
| 3. East Side YMCA<br>438 Hope Street<br>Providence, RI     | 8. South County YMCA<br>165 Broad Rock Road<br>Wakefield, RI  |
| 4. Kent County YMCA<br>900 Centerville Road<br>Warwick, RI |   |
| 5. MacColl YMCA<br>32 Breakneck Hill Road<br>Lincoln, RI   |   |

Did you know  
you can also take  
in-person or  
virtual fitness  
classes?

A fitness  
tracker and  
water bottle  
are included  
with your  
membership





 **DELTA DENTAL<sup>®</sup>**

## Dental Services

**Get the dental care you need with Neighborhood and Delta Dental of Rhode Island!**

With the Delta Dental of Rhode Island National Medicare Advantage Network, you can find a dentist in the state of Rhode Island that's right for you.

Neighborhood has partnered with Delta Dental of Rhode Island to offer preventive and restorative dental benefits with a maximum of \$1,250 per year.\*

**Neighborhood is giving you something to smile about! With even more covered services in 2025, members can get:**

- » Two (2) cleanings
- » One (1) routine oral exam
- » One (1) fluoride treatment
- » Dental X-rays
- » Fillings
- » Denture repairs as needed
- » Extractions
- » Root canals
- » Recementing crowns or bridges
- » Two (2) palliative pain treatments



# How to Enroll in Neighborhood INTEGRITY



We are here to help! Call us. **1-844-812-6896 (TTY 711)**

## The Neighborhood Sales Team can:

- » Answer your questions about the plan
- » Set up an appointment for one-on-one assistance to help you fill out the application at home
- » Check to see that your provider is in our network and your medicines are covered

The Sales Team can be reached by calling 1-844-812-6896 (TTY 711), 8 a.m. to 8 p.m., Monday – Friday. If you call outside of normal business hours, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

To enroll, you can also call the Medicare–Medicaid Enrollment Line at 1-844-602-3469 (TTY 711), Monday – Friday 8:30 a.m. to 6 p.m.



For more information about Neighborhood INTEGRITY, visit [www.nhpri.org/INTEGRITY](http://www.nhpri.org/INTEGRITY).

Neighborhood Health Plan of Rhode Island is a health plan that contracts with both Medicare and Rhode Island Medicaid to provide benefits of both programs to enrollees.

Neighborhood Health Plan of Rhode Island es un plan de salud que tiene contratos con Medicare y Medicaid de Rhode Island para brindar los beneficios de ambos programas a los inscritos.

This is not a complete list of benefits. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Neighborhood INTEGRITY Member Handbook.

Esta no es una lista completa de beneficios. La información sobre los beneficios es un breve resumen, no una descripción completa de los mismos. Para obtener más información, comuníquese con el plan o lea el Manual para miembros de Neighborhood INTEGRITY.

We have free interpreter services to help answer your questions about your health and drug plan. Call 1-844-812-6896 (TTY 711).

Tenemos servicios de intérprete gratuitos para ayudar a responder sus preguntas sobre su salud y plan de medicamentos. Llame al 1-844-812-6896 (TTY 711).

Dispomos de serviços de intérprete gratuitos para ajudar a responder às suas perguntas sobre o seu plano de saúde e de medicamentos. Ligue para 1-844-812-6896 (TTY 711).

យើងផ្តល់សេវាអ្នកបកប្រែឥតគិតថ្លៃ ដើម្បីជួយ ឆ្លើយសំណួរ អំពីផែនការសុខភាព និងផែនការឱសថរបស់អ្នក។ សូម ហៅទូរសព្ទ ទៅលេខ 1-844-812-6896 (TTY 711)។