

Reminder: LTSS Waiver Requirement for INTEGRITY (MMP) Members in Skilled Nursing Facilities

Neighborhood News – July 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is [reminding providers](#) that all INTEGRITY (MMP) members receiving custodial level of care in skilled nursing facilities must have an **approved** institutional Long Term Supports and Services (LTSS) waiver from the Rhode Island Executive Office of Health and Human Services (EOHHS).

- For **new custodial authorizations**, Neighborhood will provide an authorization for up to 90 days. If the member does not have an approved institutional LTSS waiver by the end of the 90-day period, any subsequent authorization will be denied.
- For **existing custodial authorizations**, if the member does not have an approved institutional LTSS waiver when the authorization comes up for renewal, subsequent authorization will be denied.

Note: There will be no changes to the authorization process for members that already have an approved institutional LTSS waiver.

To avoid disruption in services, it is imperative that [providers submit a completed institutional LTSS waiver application](#) to EOHHS as **soon as the member is at a custodial level of care**. Delays in submission may lead to gaps in authorization coverage.

If the institutional LTSS waiver is approved after 90 days, please follow the appeal instructions outlined in the denial notification.

More information on this topic is included in the [Skilled Nursing Facility Payment Policy](#).

Thank you for your continued partnership and for delivering quality care for our members. If you have any questions regarding this reminder, please contact our Provider Services team at 1-800-963-1001.