



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 1994** 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.

*Population data from www.census.gov.





**Neighborhood
Health Plan**
OF RHODE ISLAND™

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At Neighborhood, we have a plan for you!

Since 1994 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 Department of Human Services (DHS).

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



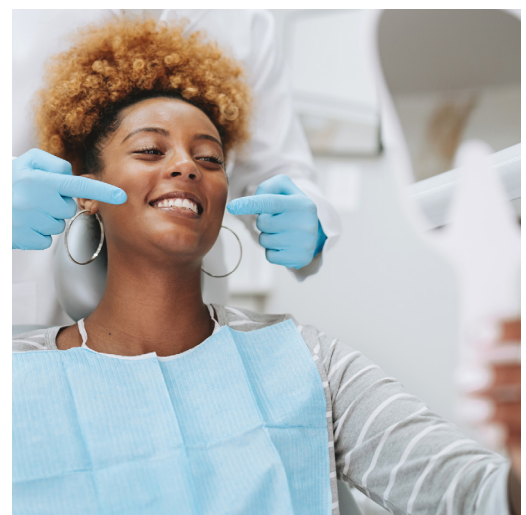
Dental services*



Emergency care



Hospital care





*Dental is covered by Rhode Island Medicaid and Rite Smiles.

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



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

Benefits



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

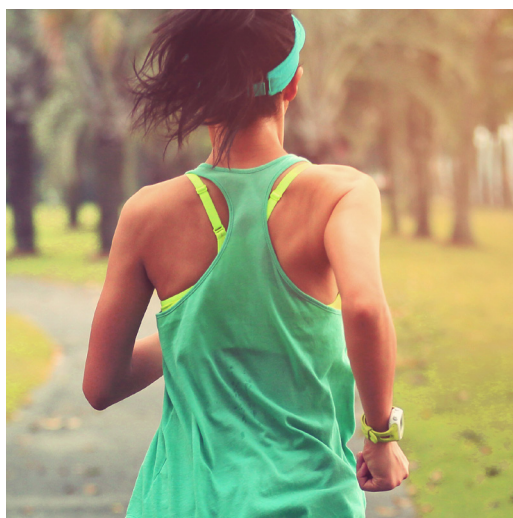


Routine vaccines (shots)



Skilled nursing and home health care





Benefits



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

Non-Covered Services

Some health care services are not covered by Neighborhood such as:

- » Experimental procedures and medications
- » Private rooms in hospitals, unless medically necessary
- » Cosmetic surgery and medications
- » Infertility treatment services
- » Medications, surgical procedures, imaging, or devices for sexual or erectile dysfunction
- » Drugs or products whose manufacturer does not participate in the Medicaid Drug Rebate Program (MDRP)

This is not a complete list of non-covered services. If you have a question about a service and need to know if it is covered, call Member Services at 1-800-459-6019 (TTY 711) or visit our “Non-Covered Services Payment Policy” on our website at www.nhpri.org.



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
- » Up to \$50 in a gift card for a 3-month gym membership
- » No-cost admission to the Providence Children's Museum
- » Visit our website at www.nhpri.org/rewards for information about our REWARDS program

*Restrictions Apply



Having a Baby?

Neighborhood has many benefits and programs to support pregnant members, like:

- » **The Bright Start Program**, which provides support and education during your pregnancy. We also provide rewards for your healthy behaviors, like:
 - » A \$20 Walmart gift card when you go to all of the recommended prenatal visits
 - » Another \$20 Walmart gift card when you have your postpartum check-up between 21 and 56 days after you have your baby
- » A **no-cost meal delivery service for new moms** when you return home from the hospital after your baby is born
- » **Covered doula services** that provide emotional and physical support to you during your pregnancy, childbirth, and after your baby is born. A doula can help:
 - » Teach you relaxation and breathing skills
 - » Answer questions about the delivery of your baby
 - » Stay with you during labor for comfort and support
 - » Provide emotional and mental support after you give birth

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

Getting the Care you Need

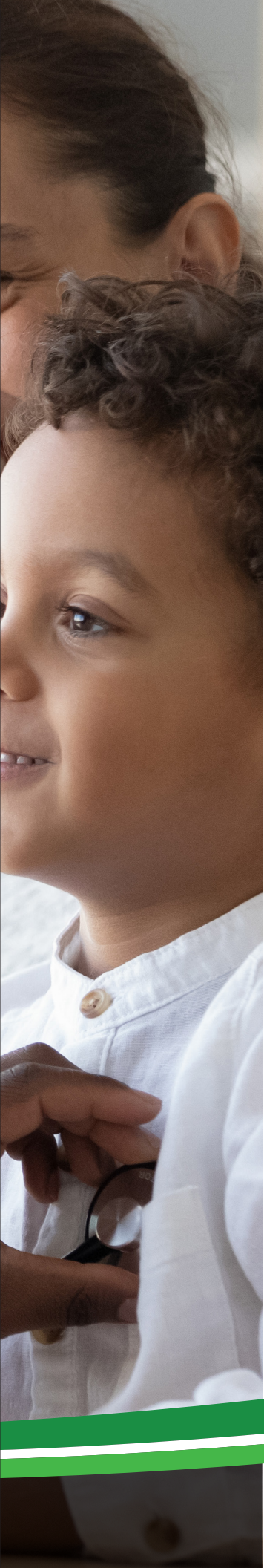
With Neighborhood ACCESS and TRUST, you always have access to high-quality health care and services. There are many ways to get the care you need.

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 things such 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. You don't need a referral to see an in-network 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 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**.





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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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