

# ***Continuing Your Care After You Join Neighborhood INTEGRITY***

---

---

*Neighborhood INTEGRITY is a Medicare-Medicaid Plan that provides both Medicare and Medicaid services to people who enroll. Neighborhood Health Plan of Rhode Island (Neighborhood) works with Rhode Island Medicaid and the federal Centers for Medicare & Medicaid Services (CMS) to provide the benefits of both programs through Neighborhood INTEGRITY.*

**NOTE:** *This fact sheet only applies to individuals enrolled in Neighborhood INTEGRITY for their Medicare and Medicaid benefits. If you are enrolled in Neighborhood UNITY or another Neighborhood plan for Medicaid services only, call Neighborhood at 1-800-459-6019 (TTY 711) to learn more about the benefits available to you.*

When you enroll in Neighborhood INTEGRITY, you have the right to continue to receive the services you need. Neighborhood must work with you and your providers to make sure you get the care you need. Neighborhood INTEGRITY must also continue to provide most services that you are receiving at the time of enrollment for at least six months, or until your care manager works with you to complete a needs assessment and new care plan.

**If you have a scheduled treatment** and just joined Neighborhood INTEGRITY, call Neighborhood right away at 1-844-812-6896 (TTY 711). Tell Neighborhood about your treatment so they can work with you to make sure your providers know that you have enrolled in Neighborhood INTEGRITY.

## **Continuing Care: Your Providers**

If your provider is already in Neighborhood INTEGRITY's Provider Network, you can continue to see that provider. You can ask your doctor if he or she is "in-network" with Neighborhood INTEGRITY. If your provider is not in Neighborhood INTEGRITY's Provider Network (meaning they are "out-of-network"), and you have seen that provider within the six months before joining Neighborhood INTEGRITY, you can continue to see that provider for at least six months after you enroll in Neighborhood INTEGRITY. See the blue box below for more details.

If you are in the hospital when your enrollment in Neighborhood INTEGRITY begins, Neighborhood will help to arrange continued care throughout that hospital stay as well as follow-up care.

## **Continuing Care: Long-Term Supports and Services Providers**

If you are a permanent resident of a nursing facility or assisted living facility, you may continue to live there, whether or not your facility is in Neighborhood INTEGRITY's provider network.

If you get other long-term services and supports in your home or the community (such as home care, personal care assistance services, or respite care), Neighborhood INTEGRITY must continue to provide those services during the first six months of your enrollment unless your

needs for these services change. Neighborhood will work with you during that time to develop a care plan that meets your needs.

### **Continuing Care: Drugs**

During the first 90 days you are enrolled in Neighborhood INTEGRITY, you can request a temporary supply of prescription drugs that are not on Neighborhood INTEGRITY's formulary but are covered by Medicare Part D or Medicaid. A formulary is a list of covered drugs that the plan will pay for. Neighborhood will also work with your provider to see if you can switch to drugs that are covered.

If you had approval to receive non-Part D drugs, therapies, or services at the time you enrolled in Neighborhood INTEGRITY, you can continue to receive the drugs, therapies, or services for up to 60 days after you enroll.

### **How to Continue to Seeing Your Provider after Joining Neighborhood INTEGRITY**

1. Talk to both Neighborhood and your provider:
  - Call Neighborhood at 1-844-812-6896 (TTY 711) and tell them about your scheduled care. Ask if your provider is in their network.
  - Tell your provider that you joined Neighborhood INTEGRITY and ask if he or she is in the plan's network.
2. If your provider is not in Neighborhood INTEGRITY's Provider Network and you have seen your provider in the six months before you joined Neighborhood INTEGRITY, you, your authorized representative, or your provider should call Neighborhood to tell them you want to keep seeing your provider. You can see your out-of-network provider for up to six months after you enroll in Neighborhood INTEGRITY.
3. After six months, Neighborhood must offer your provider the opportunity to enter into an agreement to continue to provide your care. If your provider does not enter into that agreement, Neighborhood can treat the provider as out-of-network for purposes of continuing the ongoing course of treatment.

If you need someone to help you work with Neighborhood on continuing care with your providers, contact the RIPIN Healthcare Advocate at 1-855-747-3224.