

Better Care. Better Life.



Integrated Care Initiative

**RI Executive Office of Health
and Human Services**

What is the Integrated Care Initiative?

Rhode Island is implementing a new program for adults who have Medicare and Medicaid coverage and also for adults with disabilities who have Medicaid coverage only.

For Rhode Islanders who have multiple chronic conditions and/or behavioral health issues, navigating both Medicare and Medicaid can be challenging. The covered benefits in the two programs are not coordinated. Often, medical care is not coordinated with someone's home and community-based care. This makes it difficult during transitions out of a hospital or rehabilitation facility back to home.

Who's Eligible?

Rhode Island adults age 21 and older who have:

- Medicare and Medicaid coverage, or
- Medicaid coverage due to a disability and/or chronic condition and who receive long-term services and supports

Eligible individuals may live at home, in the community (assisted living, group home, or shared living situation) or in a nursing home. Approximately 28,000 Rhode Islanders will be eligible for enrollment.

Member Choice

With Integrated Care, members will have a choice of enrolling in either Rhody Health Options or Connect Care Choice *Community Partners*. There is also an option to enroll in the PACE Program if a person is eligible. Members can switch plans or programs at a later date, though we are focusing on this enrollment period to educate members about their options.

The Goals of Integrated Care

- Person-centered, coordinated care
- Improved (or maintained) quality of life
- Emphasis on preventive and primary care
- Help with transitions to home or the community

Benefits of Integrated Care

- **Improved Health and Quality of Life for Members**

Members will have one point of contact for their Medicaid services. Staff will check-in with members more frequently and members can feel assured about having additional services and support if needed.

- **Member Services**

Member Services are available to help find services and providers. They can also help schedule medical appointments or arrange for transportation.

- **Identifying Health Needs**

New members receive an initial health assessment and periodic, follow-up assessments as needed. Many areas of a person's life are taken into account, not only medical or health issues.

- **Identifying Needed Social Supports (non-Medical)**

Often, a person's health and quality of life is impacted by non-medical issues like the need for housing, food or heating assistance. Members can receive one-on-one assistance from a peer navigator. Connections to social supports in the community are also available.

- **Care Management**

Depending on a person's needs, care management services are available. Care managers communicate with doctors and other members of the care team, and help with transitioning back home after a hospital stay or rehabilitation.

- **Better Nursing Home Care**

For members who live in a nursing home, the Integrated Care Initiative can help to maintain residents' health in an effort to reduce unnecessary visits to the emergency room or hospital.

- **For Members Who Want to Return Home**

Extra support and services are available for members who are able to safely transition back to the community after a nursing home stay.

Enrollment

When will this happen?

Enrollment into a Rhody Health Options health plan or the Connect Care Choice *Community Partners* program will occur over a six (6) month period. The first group of members will receive an enrollment letter during the first week of September 2013.

Enrollment Letters and FAQs:

Eligible individuals will receive a letter and FAQ (frequently asked questions) in the mail. A choice of plan or program has been selected for them. If they would like to switch to a different program, they must call the Enrollment Help Line within 30 days after receiving the letter. If they don't call, they will be enrolled in the choice of plan or program that was indicated on their letter. Enrollment is effective two (2) months from the date of the letter. Members can switch to another plan or program, but we are encouraging them to choose during this initial enrollment period. For copies of Enrollment letters and FAQs, see www.eohhs.ri.gov under Integrated Care.

Enrollment Help Line

The Enrollment Help Line has been set up specifically for this enrollment. If someone is interested in PACE, they will need to call PACE directly since there are some additional eligibility requirements for this program. See page 6 for PACE contact information.

Enrollment Help Line

1-855-444-3064

Monday – Friday, 9:00 am – 6:00 pm

Rhody Health Options

Neighborhood Health Plan of RI

Neighborhood Health Plan of RI (NHPRI) is the participating health plan for this program. NHPRI has a large network of providers that serve all regions of the state.

For Adults who have Medicare and Medicaid, only the Medicaid services will be managed by the health plan. The Medicaid services that will be covered by the health plan include the long-term services and supports and a few other services. Medicare, Medicare Advantage and Medicare Part D Prescription Drug Plan will not change.

For Adults who have Medicaid only due to a disability or chronic condition and receive long-term services and supports, they will receive all their services through Neighborhood Health Plan of RI. They should make sure their doctors and other providers that they currently use are in Neighborhood's provider network.

Please contact NHPRI's Member Services or check their website at www.nhpri.org for more information on participating providers.

Neighborhood Health Plan of RI

Member Services:

401-459-6601 (local)

855-996-4774 (toll-free)

Connect Care Choice Community Partners

Connect Care Choice *Community Partners* is a new health care option available for members who are enrolled in one of the 17 Connect Care Choice (CCC) primary care practices. Services are paid for by Medicaid Fee-For-Service. Members will use their white Medicaid ID card (anchor card).

Doctor Offices that participate in the Connect Care Choice Program include:

Anchor Medical Associates

Providence, Warwick, Lincoln

Aquidneck Medical Associates

Newport, Portsmouth

Blackstone Valley Community Health Care

Pawtucket, Central Falls

Coastal Medical Inc.*

Providence, East Providence, Warwick, Scituate,
Cranston, Greenville, Lincoln, Middletown,
Pawtucket, Wakefield, North Kingstown,
Narragansett, East Greenwich

Cranston Comprehensive Community Action

Cranston

East Bay Community Action Program

East Providence, Newport

Immunology Clinic at Miriam Hospital

Providence

Memorial Hospital Center for Primary Care

Pawtucket

Miriam Hospital Primary Care Clinic

Providence

Rhode Island Hospital Ambulatory Clinic

Providence

Providence Health Centers

Providence

Thundermist Health Center

Woonsocket, W.Warwick, S.County

Tri-Town Community Action Program

Johnston

St. Joseph's Ambulatory Clinic

Providence

University Medical Group

Providence, Cranston, Lincoln

Roger Williams Ambulatory Clinic

Providence

**University Medicine Foundation
-Governor St. Primary Care Center**

Providence

CCC Community Partners/CareLink
Member Services: 855-654-4067 (toll-free)

*Hillside Family Medicine is now a part of Coastal Medicine.

PACE

PACE (Program for All Inclusive Care for the Elderly) offers services that are integrated and use certain providers. To be eligible for PACE, a person would need to be 55 years or older, have Medicare and Medicaid coverage, and have a “high” or “highest” level of care need as determined by DHS’ Long Term Care.

For consumers who have more questions about PACE, please refer to the list of participating providers on the EOHHS website (www.eohhs.ri.gov at “Integrated Care”) or contact PACE directly at (401) 490-6566 or Toll-free at 1-877-781-7223 or check www.pace-ri.org

What are Long-Term Services and Supports (LTSS)?

Examples of LTSS provided in the home and/or community:

- Certified Nursing Assistant (CNA) services
- Personal care
- Homemaker services
- Case Management
- Minor Assistive Devices
- Environmental Modifications
- Home Delivered Meals
- Senior Companions
- Personal Emergency Response System (PERS)
- Respite
- Adult Day Services*
- Assisted Living
- RIte@Home
- Personal Choice
- Private Duty Nursing
- Community Transition Services

Nursing home care is also a LTSS, but in a different setting.

*Adult Day Services are also available for individuals with Medicaid coverage only.

Contact Information

Enrollment Help Line

1-855-444-3604

Monday – Friday, 9:00 am – 6:00 pm

Email us your questions at:

integratedcare@ohhs.ri.gov

www.eohhs.ri.gov at “Integrated Care”



Steven M. Costantino, Secretary, EOHHS
Lincoln D. Chafee, Governor of Rhode Island
RI Executive Office of Health and Human Services
74 West Road, Building #74
Cranston, RI 02920