



# Rhody Health Options

Better Care. Better Life. Improving health through coordinated care.

## What is Rhody Health Options?

Rhody Health Options is a new program that will include a person's Medicaid benefits through a health plan. Individuals can benefit from Rhody Health Options because it offers better coordination of health care services with long-term services and supports (LTSS) and offers improved access to social supports. Eligible individuals choose a health plan and then receive their Medicaid services through that health plan.

## Which health plans participate in the Rhody Health Options Program?

Neighborhood Health Plan of Rhode Island

## Who's eligible?

Rhode Islanders, age 21 or older, who have:

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

Individuals may live at home, in the community (assisted living or group home), or in a nursing home.

## Will a person's Medicare benefits change?

No. If an individual has Medicare, Medicare Advantage, or Medicare Part D Prescription Drug coverage, these services will not change.

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

Long-Term Services and Supports include home- and community-based services and nursing home care. Home and Community Based Services include: homemaker services, Certified Nursing Assistant (CNA) services, personal care, environmental home modifications, special medical equipment, Meals on Wheels, Personal Emergency Response Systems, case management, Senior Companion, Assisted Living, respite, minor assistance devices, the Personal Choice Program, and RIt@Home.

## Are Adult Day Services considered a Medicaid covered service?

Yes, Adult Day Services are covered by Medicaid.

## Does a person have to enroll in one of these new programs- Rhody Health Options or Connect Care Choice *Community Partners*?

No. Enrollment is voluntary but individuals may benefit from enrolling in one of the new programs. If an individual decides not to enroll they will have to call the Enrollment Help Line and "opt-out" of

the program that has been selected for them. They could also decide to remain in Medicaid Fee-For-Service (what they currently have) but would have to call the Help Line to select this choice.

### **When will enrollment start?**

Enrollment will start on November 1, 2013 but some eligible individuals (the first group) will receive letters in the mail the first week in September. Enrollment will occur over six (6) months. The following groups of individuals will receive letters on October 1, December 1, January 1, and February 1. The letter will include frequently asked questions (FAQ) and will give individuals a choice of programs. There will be an Enrollment Help Line available to assist members with enrollment questions.

### **Will members have to pay more if they choose Rhody Health Options?**

No, a person's payment (patient share) will not change.

### **Can individuals keep their current doctor and specialists?**

Yes, in most cases, members can keep the doctors they currently have.

### **What if a person gets personal care (or other home and community-based services)? Will that change?**

All the Medicaid services that a person currently receives will continue after enrollment in the new health plan until services are re-authorized by the health plan. The services that are authorized are based on an individual's needs, so everyone's services and how much they receive will be different.

### **Can a member switch health plans or programs after they enroll?**

Yes, members can switch later if they would like to. This is done on a monthly basis.

### **Will members get new ID cards?**

Yes, if a person chooses Rhody Health Options or PACE they will receive a new ID card. They should continue to keep all of their other ID cards.

### **What if a person receives behavioral health services (mental health/ substance abuse)? Will they still get those services?**

Yes, all behavioral health services (mental health/ substance abuse) received through a Community Mental Health Center or BHDDH licensed provider will continue.

## **For More Information**

**Call the Enrollment Help Line at 1-855- 444-3604** (toll-free) Monday – Friday 9:00 am – 6:00 pm  
[www.eohhs.ri.gov](http://www.eohhs.ri.gov) (see “Integrated Care”)

### **Neighborhood Health Plan of RI**

Member Services: 1-855-996-4774 (toll-free) or 401-459-6601 (local)  
[www.nhpri.org](http://www.nhpri.org)