

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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TO: Prescription Drug Plans Operating in Rhode Island

FROM: Arrah Tabe-Bedward
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SUBJECT: REVISED - Guidance and Call Center Information for Medicare Prescription Drug Plans in Rhode Island

The State of Rhode Island Executive Office of Health and Human Services (RI EOHHS) is operating a demonstration under the CMS Financial Alignment Initiative to integrate care and financing for Medicare-Medicaid enrollees (also known as dual eligible individuals). The demonstration in Rhode Island is called the Integrated Care Initiative (ICI) Demonstration. Under the ICI Demonstration, Neighborhood Health Plan of Rhode Island will operate a Medicare-Medicaid Plan (MMP) known as “Neighborhood INTEGRITY” that will provide both Medicaid and Medicare benefits to demonstration enrollees.

The Rhode Island demonstration takes place in Bristol, Kent, Newport, Providence, and Washington Counties.

Integrated Care Initiative Demonstration MMP Contract Number and Marketing Name	Counties
H9576 Neighborhood Health Plan of Rhode Island (Neighborhood INTEGRITY)	• Bristol, Kent, Newport, Providence, and Washington

MMPs provide Part D prescription drug coverage; therefore, an individual cannot be enrolled in both an MMP and a stand-alone Medicare prescription drug plan (PDP) that includes prescription drug coverage at the same time. Individuals who will be passively enrolled in Neighborhood INTEGRITY will be automatically disenrolled from their Medicare PDP. Please note that only individuals currently enrolled in Neighborhood Health Plan of Rhode Island’s Medicaid managed care plan, Neighborhood UNITY, will be eligible for passive enrollment into the ICI demonstration.

Individuals in Rhode Island are expected to be able to start opting-in to enroll into the demonstration as of June 1, 2016, for effective dates beginning July 1, 2016. RI EOHHS will

conduct multiple waves of passive enrollments of demonstration-eligible individuals who have not opted-in to enroll in the MMP and have not opted out of passive enrollment into the demonstration, with the first enrollment effective date no sooner than October 1, 2016.

Rhode Island will start sending letters to individuals as early as July 2016, informing them of their eligibility for passive enrollment in Neighborhood INTEGRITY and their option to decline the passive enrollment or make another enrollment decision prior to the enrollment effective date (see attached Sample of Passive Enrollment Notice). When passive enrollment transactions are submitted by RI EOHHS to CMS in mid to late July 2016, those individuals' current PDPs will receive disenrollment transactions through the normal disenrollment process. In accordance with Medicare requirements, PDPs then have 10 days to send disenrollment notices to individuals indicating they are being disenrolled due to enrollment in an MMP. Specifically, PDPs must send the model notice for disenrollment prompted by passive enrollment (see section 50.4.1 and Exhibit 10c of Chapter 3 of the PDP Manual). Before beneficiaries receive a disenrollment notice from their PDP, they should have already received a notice informing them that they are being passively enrolled in Neighborhood INTEGRITY.

CMS is providing a Call Center Supplement (see Attachment) to assist PDPs in responding to questions they may receive in response to the disenrollment notice from your organization. The disenrollment notices, which will be prompted and sent to beneficiaries when RI EOHHS submits passive enrollment transactions, will inform beneficiaries that their current Medicare drug plan coverage will end due to passive enrollment.

- If beneficiaries have questions about Neighborhood INTEGRITY, including how to opt out of passive enrollment or about the passive enrollment process, please direct them to the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469, (TTY 711), Monday-Friday 8:30 a.m. - 7 p.m., Saturday 9 a.m. - 12 noon.
- Members with questions about Medicare or who wish to opt out of passive enrollment in the ICI Demonstration can call 1-800-MEDICARE (1-800-633-4227), TTY users should call 1-877-486-2048.

For additional information about the Integrated Care Initiative Demonstration in Rhode Island or the Neighborhood INTEGRITY MMP, please see:

- RI EOHHS Integrated Care Initiative webpage:
<http://www.eohhs.ri.gov/Initiatives/IntegratedCareInitiative.aspx>
- CMS Medicare-Medicaid Financial Alignment Initiative webpage:
<https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/FinancialModelstoSupportStatesEffortsInCareCoordination.html>

Please send any questions to MMCOCAPSMODEL@CMS.HHS.GOV

Call Center Supplement

Intended audience

Prescription drug plans (PDPs) whose current enrollees are included in the upcoming waves of passive enrollment into the Medicare-Medicaid Plan (MMP) in the Rhode Island Integrated Care Initiative (ICI) Demonstration under the Financial Alignment Initiative. Under the ICI Demonstration, Neighborhood Health Plan of Rhode Island will operate a MMP known as “Neighborhood INTEGRITY” that will provide both Medicaid and Medicare benefits to demonstration enrollees.

Background

Neighborhood INTEGRITY is the MMP in the Rhode Island Integrated Care Initiative (ICI) Demonstration for dual eligible individuals under the CMS Financial Alignment Initiative. Under the demonstration, Neighborhood INTEGRITY provides both Medicaid and Medicare benefits to demonstration enrollees. Individuals are able to start opting-in to enroll with coverage beginning on July 1st, 2016 in Rhode Island.

Rhode Island will begin passively enrolling demonstration eligible beneficiaries with the first enrollment effective date of October 1, 2016.

The Rhode Island demonstration takes place in Bristol, Kent, Newport, Providence, and Washington Counties.

Integrated Care Initiative Demonstration MMP Contract Number and Marketing Name	County
H9576 Neighborhood Health Plan of Rhode Island	<ul style="list-style-type: none"> • Bristol, Kent, Newport, Providence, and Washington

In early June 2016, individuals were first able to start opting-in to enroll with coverage beginning on July 1, 2016. Passive enrollment will begin with the first effective dates no sooner than October 1, 2016. Letters are being sent to individuals in advance of passive enrollment informing them of their eligibility for enrollment in an MMP.

MMPs provide Part D prescription drug coverage, so an individual cannot be enrolled in both an MMP and a PDP at the same time. When an individual is enrolled in an MMP, that person’s PDP enrollment automatically ends.

When enrollment transactions are submitted by RI EOHHS to CMS, those individuals’ current PDPs also receive disenrollment transactions through the normal disenrollment process. In accordance with Medicare requirements, the PDPs then have 10 days to send disenrollment notices to those individuals indicating they are being disenrolled due to enrollment in an MMP. Before beneficiaries receive a disenrollment notice from their PDP, they will have already received a notice informing them that they are being enrolled in Neighborhood INTEGRITY.

If members have questions about Neighborhood INTEGRITY, including their selection for passive enrollment or how to opt out of passive enrollment, they should call the Medicare-

Medicaid Plan Enrollment Line at 1-844-602-3469, (TTY 711), Monday-Friday 8:30 am-7 p.m., Saturday 9 a.m. - 12 noon.

Responding to Members' Concerns

If beneficiaries contact you with concerns about changes to their PDP coverage, please determine if they have a future Neighborhood INTEGRITY coverage effective date. Plans can find the contract number of the organization that submitted the transaction causing the automatic disenrollment on the DTRR. If the organization contract number is H9576, it is an enrollment into Neighborhood INTEGRITY. A TRC 340 (Disenroll-New MMP) will be generated to notify a PDP when the beneficiary was disenrolled due to MMP passive enrollment.

If the beneficiary is being passively enrolled, explain to them that Rhode Island is passively enrolling them in the MMP "Neighborhood INTEGRITY", which is why they are being disenrolled from their PDP plan. It is important that these beneficiaries also understand the following:

- The Integrated Care Initiative (ICI) Demonstration in Rhode Island has provided or will be providing notification and materials to affected beneficiaries.
- Individuals who have been passively enrolled in an MMP will receive all Medicaid and Medicare benefits, *including Medicare Part D*, from Neighborhood INTEGRITY (unless they opt out of the ICI Demonstration or choose to enroll in another Medicare Advantage plan or PDP).
- Beneficiaries will continue to receive their prescription drug benefits from their current PDP until their Neighborhood INTEGRITY plan coverage begins. Neighborhood INTEGRITY will become the beneficiary's new Medicare Part D plan.
- Beneficiaries will *not* be disenrolled from their current PDP until their new coverage in Neighborhood INTEGRITY takes effect. Please reiterate to beneficiaries that they *should not experience a gap in prescription drug coverage*.
- Beneficiaries may stay in their current PDP if they choose not to be in Neighborhood INTEGRITY (i.e., opt out of Neighborhood INTEGRITY). Beneficiaries have until the day prior to their Neighborhood INTEGRITY plan enrollment effective date to opt out and may do so by calling 1-800-MEDICARE (1-800-633-4227), TTY users should call 1-877-486-2048, or the Medicare-Medicaid Plan Enrollment Line (see below).
- Members with questions about Medicare can call 1-800-MEDICARE (1-800-633-4227), TTY users should call 1-877-486-2048. This call is free.
- If members have questions about Neighborhood INTEGRITY, they should call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469, (TTY 711), Monday-Friday 8:30 a.m. - 7 p.m., Saturday 9 a.m. - 12 noon.

If you do **not** want to enroll in Neighborhood INTEGRITY, you **must call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469** (TTY 711) and tell us you don't want to join the new plan. They can help you keep your current Medicaid and Medicare covered services, including prescription drugs. You can also call Medicare to choose another Medicare health plan or prescription drug plan. Contact information is at the end of this notice.

If I join Neighborhood INTEGRITY, can I change my mind later?

Yes. You always have the option to go back to getting Medicaid, Medicare, and your prescription drug plan (Medicare Part D) the way you did before.

<p>Note: You have the right to join Original Medicare and a Medicare prescription drug plan at any time.</p>

Neighborhood INTEGRITY and Medicare Part D

You may have gotten a letter from your current Medicare prescription drug plan telling you that your prescription drug plan won't cover your prescription drugs. That's because you're being enrolled in a new health and drug plan- Neighborhood INTEGRITY. You can't keep your current prescription drug plan and be in Neighborhood INTEGRITY at the same time. You'll continue to get your prescription drug coverage from your current plan until Neighborhood INTEGRITY starts. There will be **no** gap in your prescription drug coverage.

Where can I get more information about Neighborhood INTEGRITY?

- **Enrollment questions** - Call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469, (TTY 711), Monday-Friday 8:30 am-7:00 pm, Saturday 9:00 am- 12 noon.
- **In-person help** - Call the POINT at (401) 462-4444 (TTY 711). They can refer you to a State Health Insurance Program (SHIP) counselor to talk about your options. Monday, Wednesday, Friday, 8:30 am- 4:00 pm, Tuesday and Thursday 8:30 am- 8:00 pm, and Saturday, 8:30 am -12 noon.
- **Provider network, benefits and services** - To see if your doctor is in Neighborhood's network and what drugs are covered, call Neighborhood Member Services at 1-844-812-6896 (TTY 711), Monday-Friday 8:00 am - 8:00 pm, Saturday 8:00 am- 12 noon or check the website at www.nhpri.org.

Where can I get more information about Medicare?

For questions about Medicare, call: 1-800-MEDICARE (1-800-633-4227) TTY users: 1-877-486-2048. 24 hours a day, 7 days a week or go to: www.medicare.gov