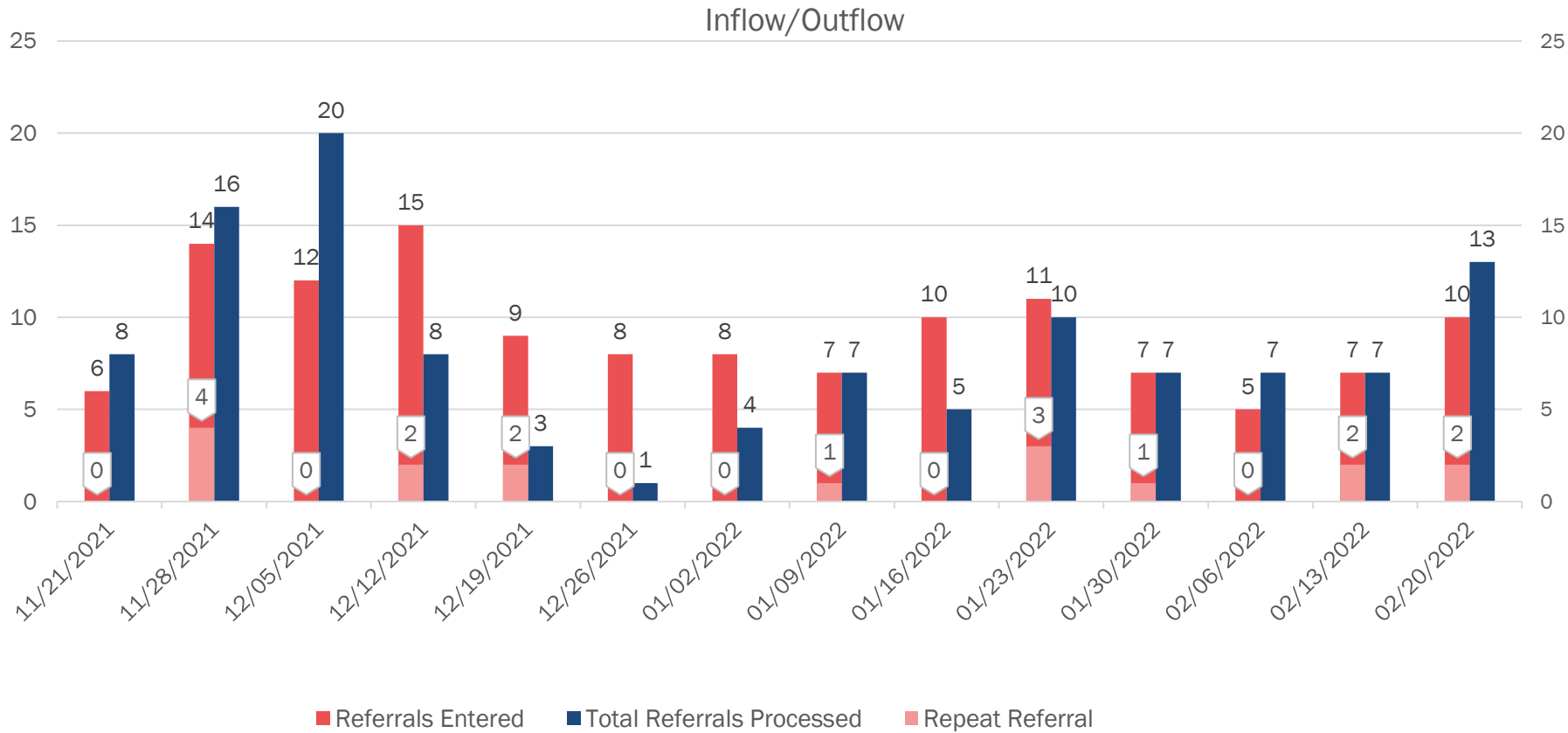


Home Care Provider Referral Portal – Summary

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

March 7, 2022
353 Total Referrals
<ul style="list-style-type: none">106 Available24 Selected (for review by provider)223 Processed (with service authorized in the past six months)

Percent of Total Referrals Processed (within past six months)	63%
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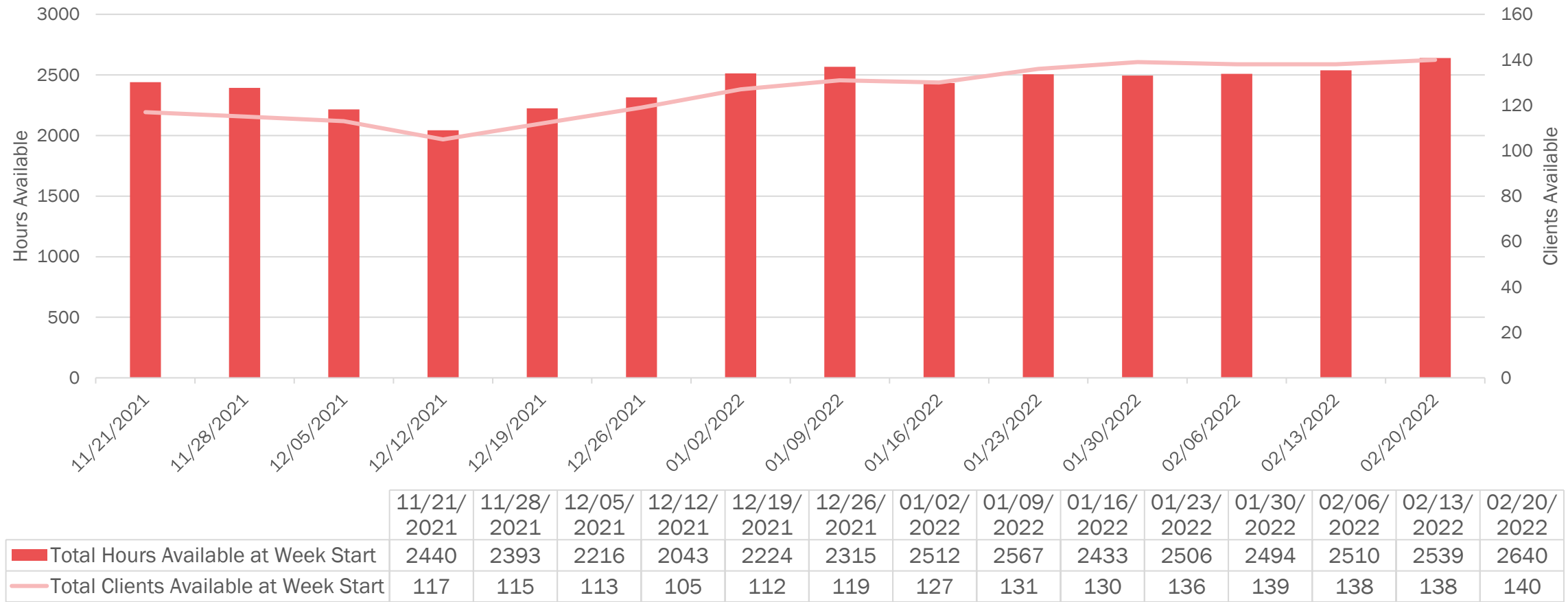
Referrals Entered (red bar): Referrals entered during the week by case managers requesting service
Total Referrals Processed (blue bar): Referrals accepted for service by providers, during the week
Repeat Referral (pink bar with shield shaped number): Referrals previously accepted with service initiated; service ended; case managers re-entered onto referral portal during week seeking service again

Home Care Provider Referral Portal – Referral Status

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

140 individuals waiting for total of 2,640 hours of service

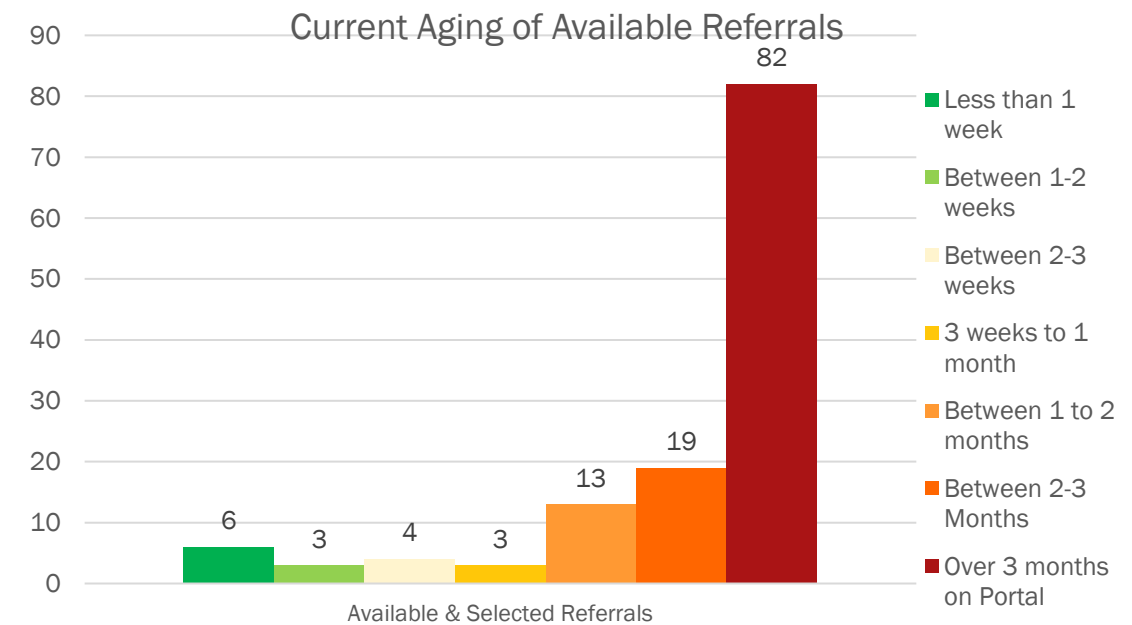
Pool of Available Referrals at Week Start



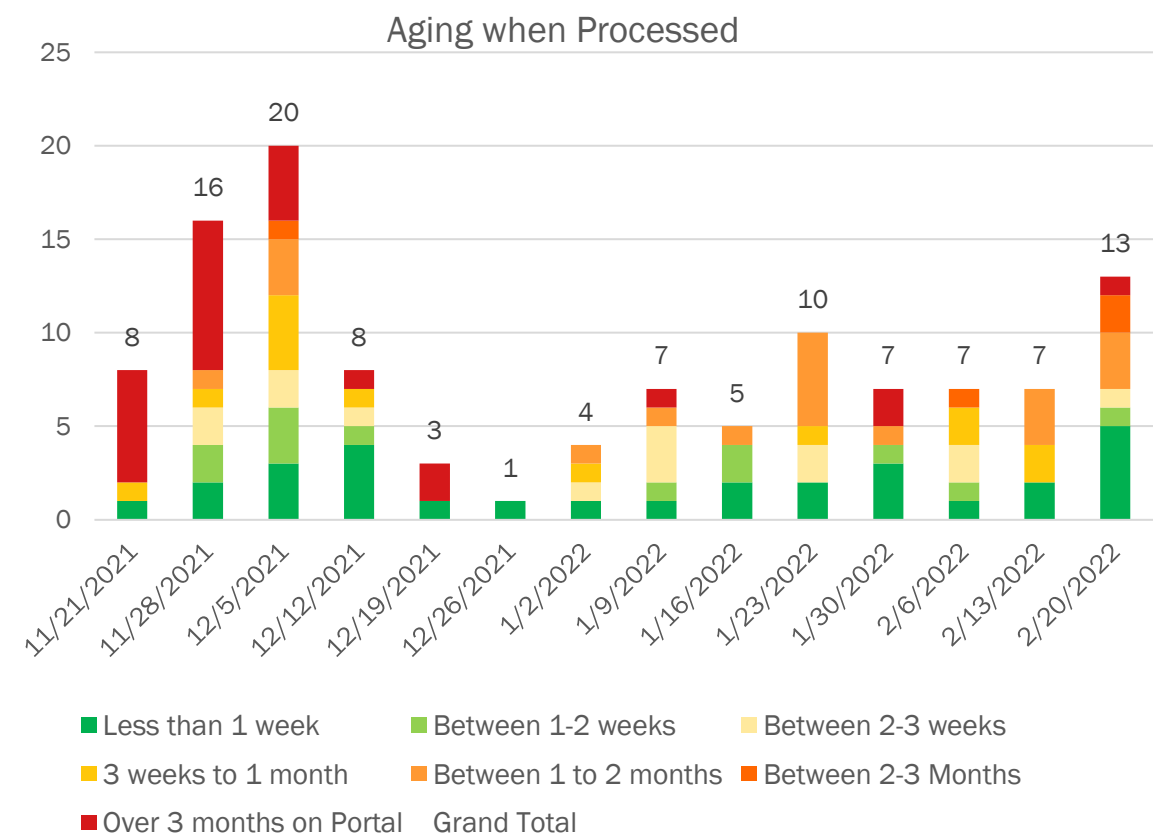
Home Care Provider Referral Portal – Days of Service

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Case managers assign referrals an urgency level of 2 days, 5 days, or 14 days to be filled.



• 78% of individuals referred have been waiting over two months for service.



Home Care Provider Referral Portal – Referrals Available and Processed

By Zip Code

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Postal Code	Region Name	Available/ Selected	Processed
02809	Bristol	3	1
02813	Charlestown	3	1
02814	Chepachet	1	0
02816	Coventry	10	1
02818	East Greenwich	4	3
02828	Greenville	1	1
02830	Harrisville/Burrillville	0	2
02831	Hope	1	0
02832	Hope Valley, Richmond	2	1
02835	Jamestown	2	0
02840	Newport	24	2
02842	Middletown	4	1
02852	North Kingstown	5	0
02859	Pascoag	2	0
02860	Pawtucket	0	15
02861	Pawtucket	0	6
02863	Central Falls	0	6
02864	Cumberland	3	6
02865	Lincoln	1	0
02871	Portsmouth	1	1
02876	Slatersville	1	0
02878	Tiverton	3	0
	Wakefield/Narragansett/Peace		
02879	Dale/South Kingstown	4	0

Postal Code	Region Name	Available/ Selected	Processed
02882	Narragansett/Point Judith	3	0
02885	Warren	1	3
02886	Warwick	3	8
02888	Warwick	1	4
02889	Warwick	2	5
02891	Westerly	4	3
02893	West Warwick	4	15
02895	Woonsocket	12	16
02896	North Smithfield	1	0
02903	Providence	1	8
02904	Providence/North Providence	4	22
02905	Providence/Cranston	0	9
02906	Providence	1	4
02907	Providence/Cranston	2	14
02908	Providence/North Providence	0	5
02909	Providence	3	15
02910	Cranston/Providence	0	2
02911	North Providence/Providence	3	5
02914	East Providence	2	9
02915	Riverside	1	5
02916	Rumford	2	1
02917	Smithfield	2	1
02919	Johnston/Providence	0	9
02920	Cranston	3	13

➤ The red shaded columns show numbers of referrals currently available out of the total entered into the referral portal since its 3/3021 inception. The blue shaded column shows number of referrals processed in the past six months. No referrals have been received in postal code areas that are not listed.

Home Care Provider Referral Portal

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Referrals Available and Processed Based on Primary Diagnosis

Primary Diagnosis	Number Currently Available	Total Number Processed (within past 6 months)	Percent Processed (within past 6 months)
Behavioral disorders	5	14	74%
Cardiovascular disorders	23	35	60%
Dementia disorders	7	12	63%
Developmental disorders	2	3	60%
Endocrine disorders	14	26	65%
Muscular/skeletal disorders	38	62	62%
Neurological disorders	14	17	55%
Respiratory disorders	17	22	56%
Urinary/reproductive disorders	2	2	50%
Unknown	8	30	79%
Grand Total	130	223	63%

Referrals Available and Processed Based on Hours Requested

Hours Per Week Requested	Referrals Currently Available	Total Processed Referrals (within past 6 months)	Percent
1-10 hours	56	76	58%
11-20 hours	26	45	63%
21-30 hours	26	48	65%
31-40 hours	8	30	79%
41 hours plus	14	24	63%
Grand Total	130	223	63%

Referrals Available and Processed Based Consumer Language

Primary Language	Referrals Currently Available	Total Processed Referrals (within past 6 months)	Percent
English	122	183	60%
Spanish	8	28	78%
Portuguese	0	3	100%
Haitian Creole	0	2	100%
Laotian	0	1	100%
Cambodian	0	3	100%
Russian	0	2	100%
Armenian	0	1	100%
Grand Total	130	223	63%

Home Care Provider Referral Portal – Contact Information

Agency	Contact About	Telephone	Email
Gainwell Technologies Help Desk	Claim Status	401-784-8100	
Gainwell Technologies Marlene Lamoureux, Provider Representative	Provider Education and Training	401-784-3805	Marlene.Lamoureux@gainwelltechnologies.com
Department of Human Services	Eligibility and Prior Authorizations	401-415-8455	DHS.LTSS@dhs.ri.gov
Medicaid/Office of Community Programs	Prior Authorizations and general Home Care Provider Referral Portal issues	401-462-6393	OHHS.OCP@ohhs.ri.gov
Office of Healthy Aging	Prior Authorizations <i>NOTE: Contact the regional case management agency first (see next page). If issues remain unresolved, contact OHA.</i>	401-462-0568	Melody.Rodrigues@oha.ri.gov

Home Care Provider Referral Portal – Contact Information

OHA Regional Case Management Agencies

Agency	Telephone	Email
Child and Family Services – Newport/Middletown	401-848-4121	jeyre@childandfamilyri.org
Child and Family Services – Providence	401-780-2213	jeyre@childandfamilyri.org
East Bay CAP	401-490-1152	rcovington@ebcap.org
Tri-County CAP	401-709-2643	rspirito@tricountyri.org
West Bay CAP	401-924-5250	slopatka@westbaycap.org

Updated Home Care Provider Referral Portal data reports will be available each month on the EOHHS website.