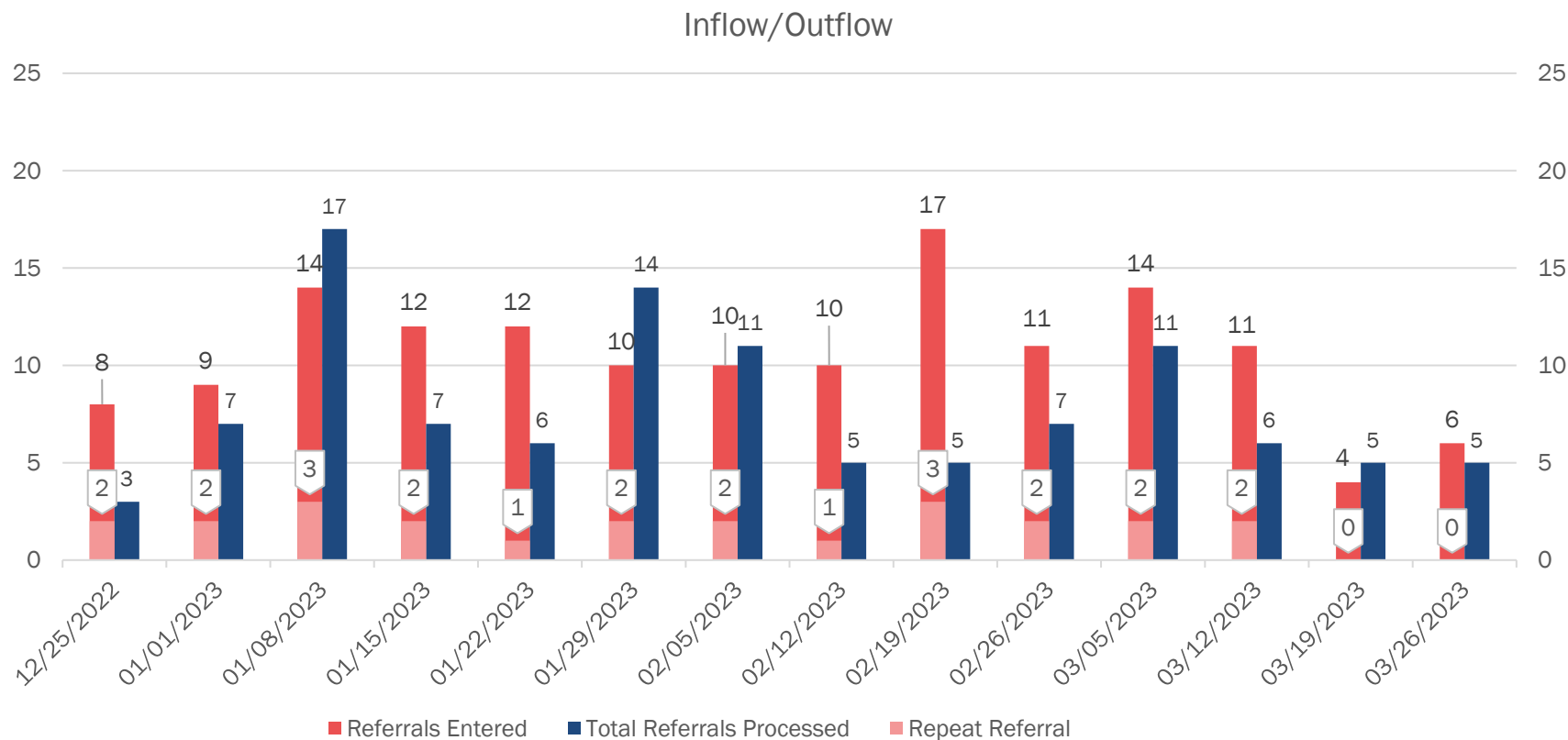# Home Care Provider Referral Portal – Summary

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

April 7, 2023
341 Total Referrals
• 108 Available
• 54 Selected (for review by provider)
• 179 Processed (with service authorized in the past six months)

Percent of Total Referrals Processed *(within past six months)*	53%

Inflow/Outflow

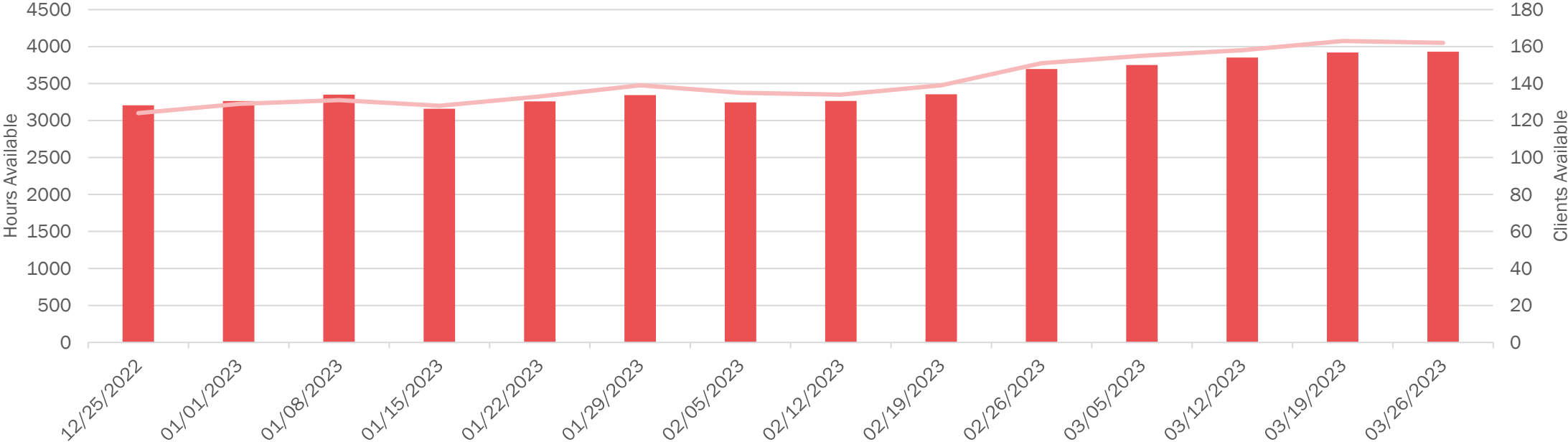Legend: ■ Referrals Entered ■ Total Referrals Processed ■ Repeat Referral

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 – Available Referrals

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

162 individuals waiting for total of 3,930 hours of service

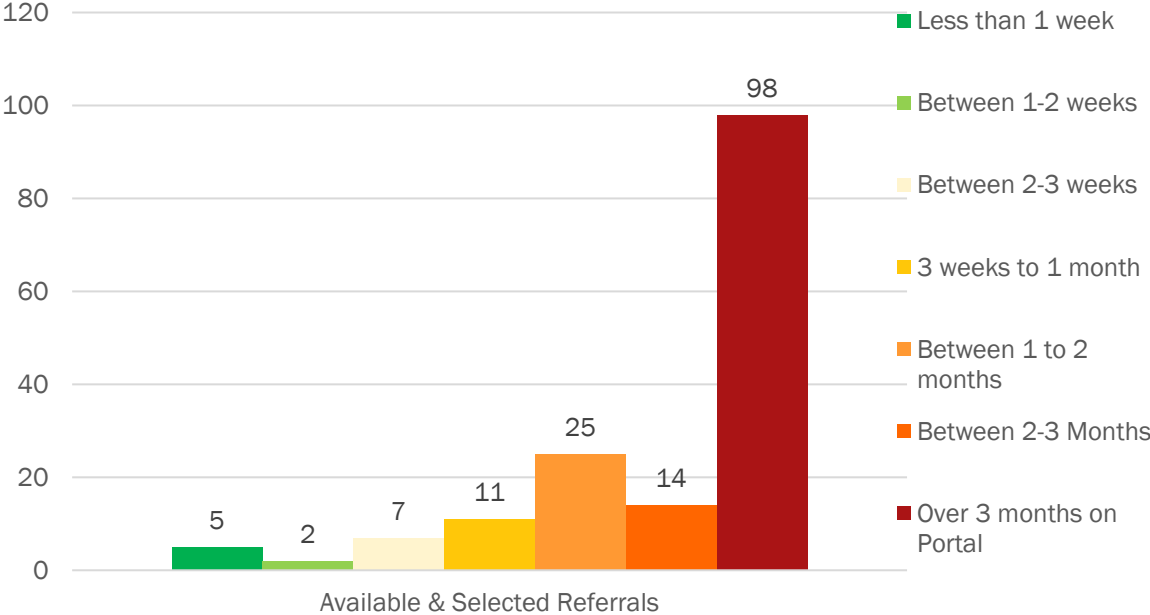### Pool of Available Referrals at Week Start

	12/25/2022	01/01/2023	01/08/2023	01/15/2023	01/22/2023	01/29/2023	02/05/2023	02/12/2023	02/19/2023	02/26/2023	03/05/2023	03/12/2023	03/19/2023	03/26/2023
Total Hours Available at Week Start	3206	3263	3350	3159	3258	3344	3245	3265	3354	3696	3750	3851	3920	3930
Total Clients Available at Week Start	124	129	131	128	133	139	135	134	139	151	155	158	163	162

Home Care Provider Referral Portal – Aging of Referrals

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.
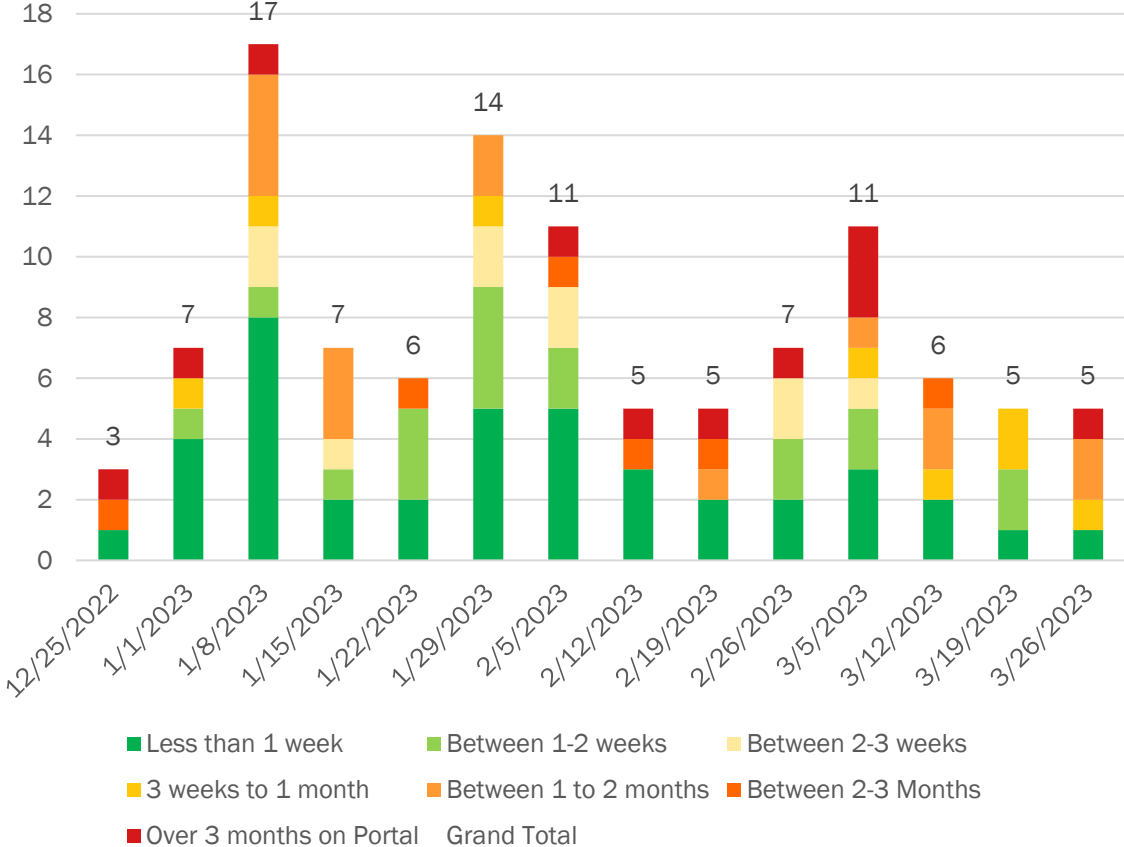
Case managers assign referrals an urgency level of 2 days, 5 days, or 14 days to be filled.

Current Aging of Available Referrals

Aging when Processed

- 69% 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
02806	Barrington	2	0
02809	Bristol	4	2
02813	Charlestown	2	1
02814	Chepachet	1	1
02816	Coventry	7	4
02817	West Greenwich	1	0
02818	East Greenwich	5	2
02825	Foster	1	0
02828	Greenville	1	0
02830	Harrisville/Burrillville	1	0
02831	Hope	2	0
02832	Hope Valley, Richmond	1	1
02835	Jamestown	1	0
02840	Newport	18	3
02852	North Kingstown	11	1
02857	North Scituate/Scituate	0	1
02860	Pawtucket	3	11
02861	Pawtucket	1	5
02863	Central Falls	2	2
02864	Cumberland	6	7
02865	Lincoln	0	2
02871	Portsmouth	1	0
02878	Tiverton	3	1
02879	Wakefield/Narragansett/Peace Dale/S Kingstown	4	0
02882	Narragansett/Point Judith	3	0

Postal Code	Region Name	Available/Selected	Processed
02885	Warren	3	2
02886	Warwick	4	7
02888	Warwick	1	3
02889	Warwick	5	2
02891	Westerly	6	0
02892	West Kingston/Richmond	1	0
02893	West Warwick	6	4
02895	Woonsocket	9	13
02896	North Smithfield	5	1
02898	Wyoming/Richmond	1	0
02903	Providence	1	8
02904	Providence/North Providence	3	15
02905	Providence/Cranston	4	6
02906	Providence	0	4
02907	Providence/Cranston	1	13
02908	Providence/North Providence	2	7
02909	Providence	4	13
02910	Cranston/Providence	0	1
02911	North Providence/Providence	0	3
02914	East Providence	7	3
02915	Riverside	1	8
02916	Rumford	1	1
02917	Smithfield	3	3
02919	Johnston/Providence	5	8
02920	Cranston	2	14
02921	Cranston	0	3

> The red shaded columns show numbers of referrals currently available out of the total entered into the referral portal since its 3/2021 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 – 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
02806	Barrington	2	0
02809	Bristol	4	2
02813	Charlestown	2	1
02814	Chepachet	1	0
02816	Coventry	7	6
02817	West Greenwich	1	0
02818	East Greenwich	5	1
02825	Foster	1	0
02828	Greenville	2	0
02830	Harrisville/Burrillville	0	1
02831	Hope	2	0
02832	Hope Valley, Richmond	1	1
02835	Jamestown	1	0
02840	Newport	16	5
02852	North Kingstown	12	1
02857	North Scituate/Scituate	0	1
02860	Pawtucket	3	12
02861	Pawtucket	1	3
02863	Central Falls	3	1
02864	Cumberland	7	7
02865	Lincoln	0	2
02871	Portsmouth	1	0
02878	Tiverton	3	0
02879	Wakefield/Narragansett/Peace Dale/S Kingstown	4	0
02882	Narragansett/Point Judith	3	1

Postal Code	Region Name	Available/Selected	Processed
02885	Warren	3	2
02886	Warwick	3	6
02888	Warwick	1	2
02889	Warwick	3	3
02891	Westerly	5	1
02892	West Kingston/Richmond	1	0
02893	West Warwick	4	6
02895	Woonsocket	8	13
02896	North Smithfield	3	3
02898	Wyoming/Richmond	1	0
02903	Providence	1	8
02904	Providence/North Providence	5	13
02905	Providence/Cranston	6	5
02906	Providence	0	3
02907	Providence/Cranston	3	11
02908	Providence/North Providence	3	5
02909	Providence	5	10
02910	Cranston/Providence	1	1
02911	North Providence/Providence	0	3
02914	East Providence	6	2
02915	Riverside	3	7
02916	Rumford	1	1
02917	Smithfield	4	4
02919	Johnston/Providence	8	8
02920	Cranston	2	15
02921	Cranston	0	2

➢ *The red shaded columns show numbers of referrals currently available out of the total entered into the referral portal since its 3/2021 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	2	2	50%
Cardiovascular disorders	19	33	63%
Dementia disorders	7	13	65%
Developmental disorders	16	1	6%
Endocrine disorders	66	20	23%
Muscular/skeletal disorders	23	50	68%
Neurological disorders	14	11	44%
Respiratory disorders	2	15	88%
Urinary/reproductive disorders	0	1	100%
Unknown	15	28	65%
Grand Total	156	186	54%

Referrals Available and Processed Based on Hours Requested

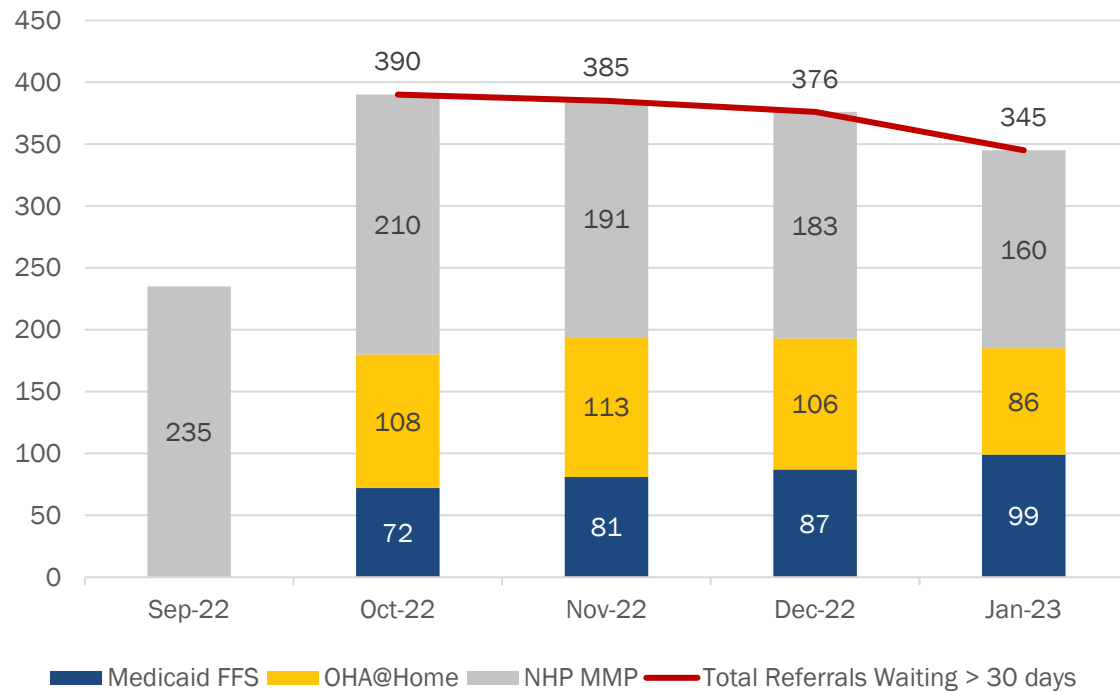| Hours Per Week Requested	Referrals Currently Available	Total Processed Referrals (within past 6 months)	
		Number	Percent
1-10 hours	49	75	60%
11-20 hours	35	29	45%
21-30 hours	34	31	48%
31-40 hours	19	17	47%
41 hours plus	25	27	52%
Grand Total	162	179	52%

Referrals Available and Processed Based Consumer Language

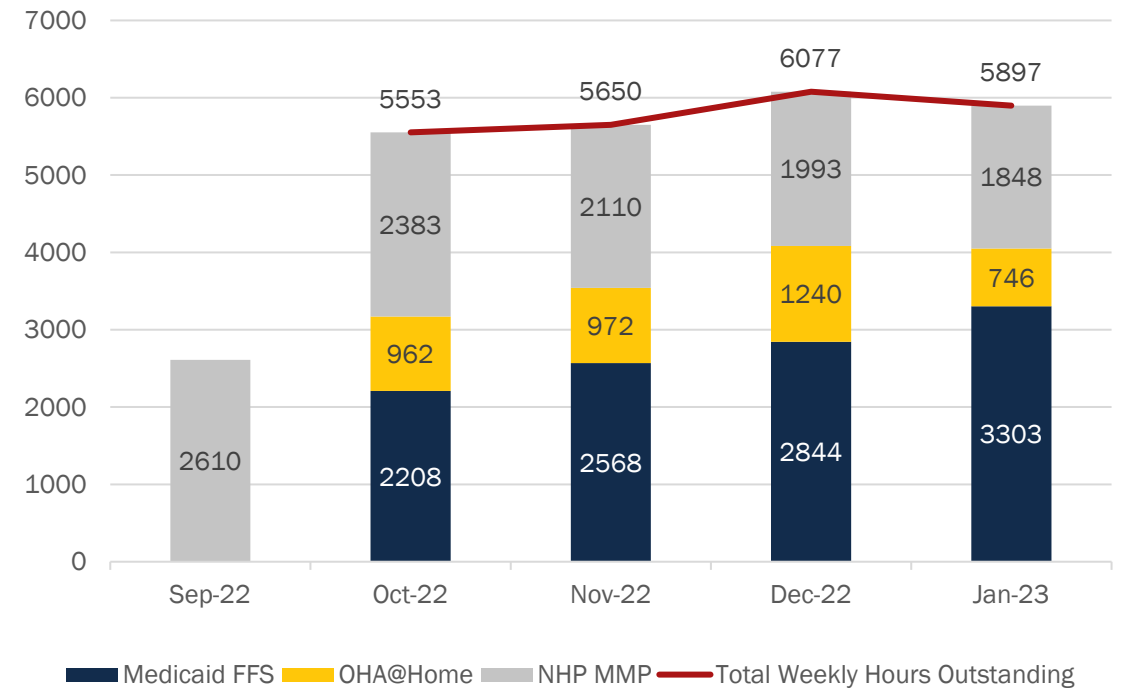| Primary Language	Referrals Currently Available	Total Processed Referrals (within past 6 months)	
		Number	Percent
English	144	139	49%
Spanish	13	31	70%
Portuguese	3	5	63%
Cantonese	0	1	100%
Russian	0	1	100%
Haitian Creole	0	0	0%
Cambodian	2	0	0%
French	0	1	100%
Grand Total	162	179	52%

Home Care Provider Referral Portal – Detail by Program

➤ Home Care referrals for OHA@Home Cost Share program participants and Neighborhood Health Plan of RI members are not tracked in the referral portal. Information is gathered separately and shown in the charts below.

Home Care Clients waiting > 30 days by Agency

Monthly Home Care Hours Unfulfilled by Agency

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 NOTE: Contact the regional case management agency first (see next page). If issues remain unresolved, contact OHA.	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	401-848-4120	jstephens-burt@childandfamilyri.org
Child and Family Services – Providence	401-595-3708	jstephens-burt@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	Bbishop@westbaycap.org kmchugh@westbaycap.org

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