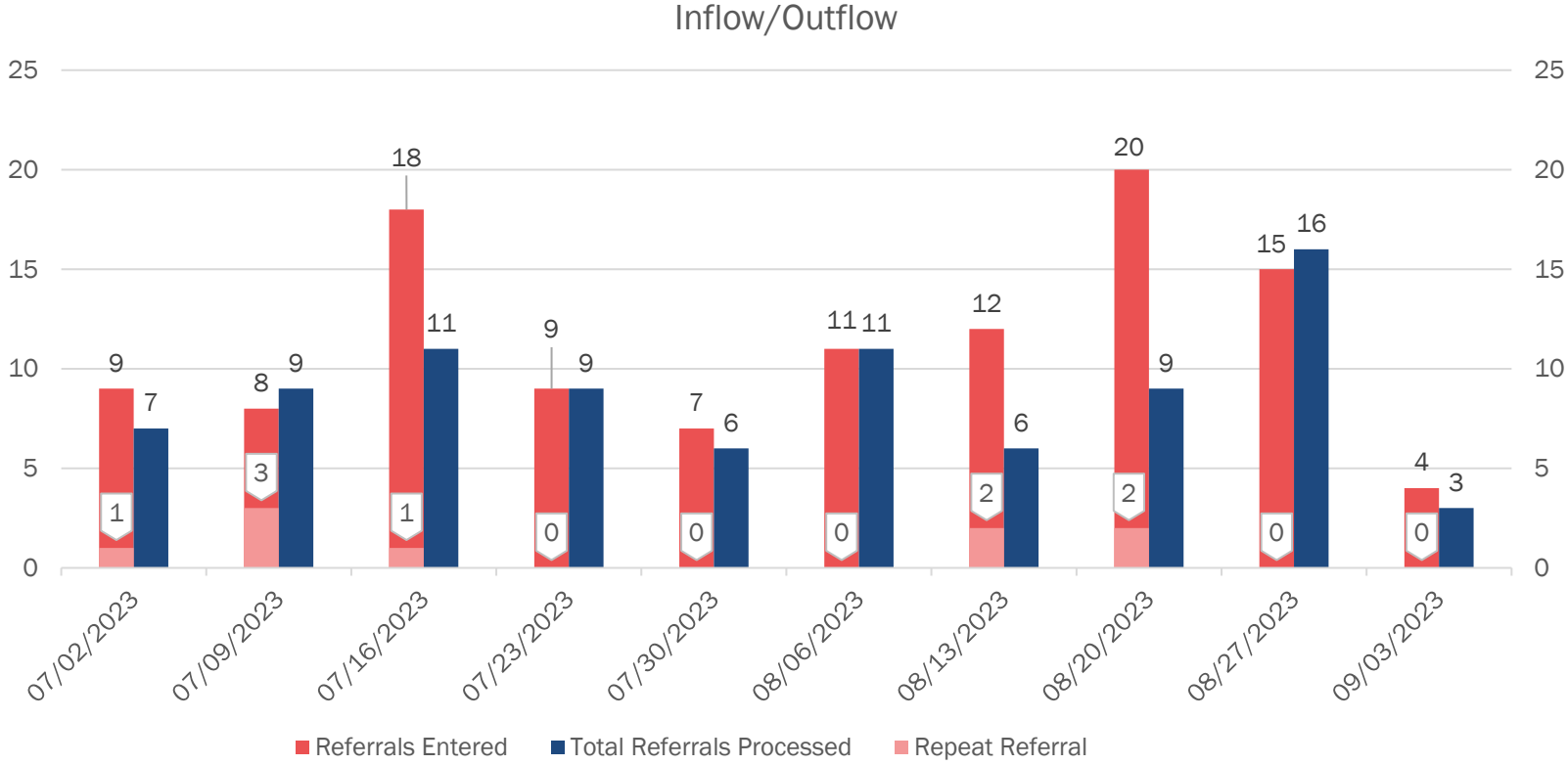# Home Care Provider Referral Portal – Summary

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

September 12, 2023

394 Total Referrals

- 125 Available
- 56 Selected (for review by provider)
- 213 Processed *(with service authorized in the past six months)*

Percent of Total Referrals Processed *(within past six months)*	54%

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.

179 individuals waiting for total of 4,080 hours of service

Pool of Available Referrals at Week Start
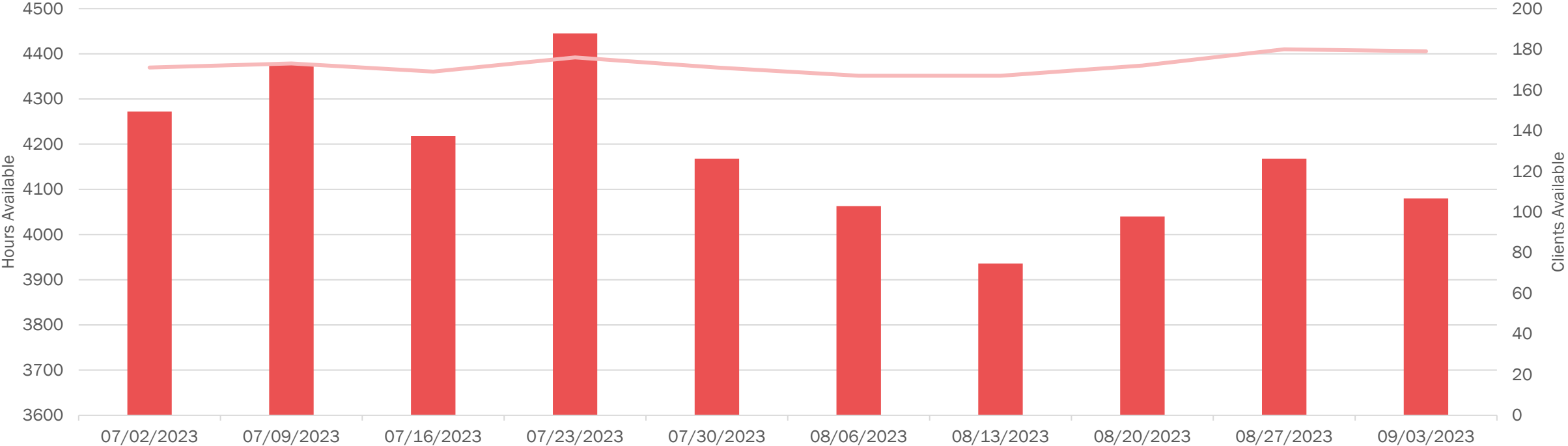
	07/02/2023	07/09/2023	07/16/2023	07/23/2023	07/30/2023	08/06/2023	08/13/2023	08/20/2023	08/27/2023	09/03/2023
Total Hours Available at Week Start	4272	4377	4218	4445	4168	4063	3936	4040	4168	4080
Total Clients Available at Week Start	171	173	169	176	171	167	167	172	180	179

Home Care Provider Referral Portal – Aging of Referrals

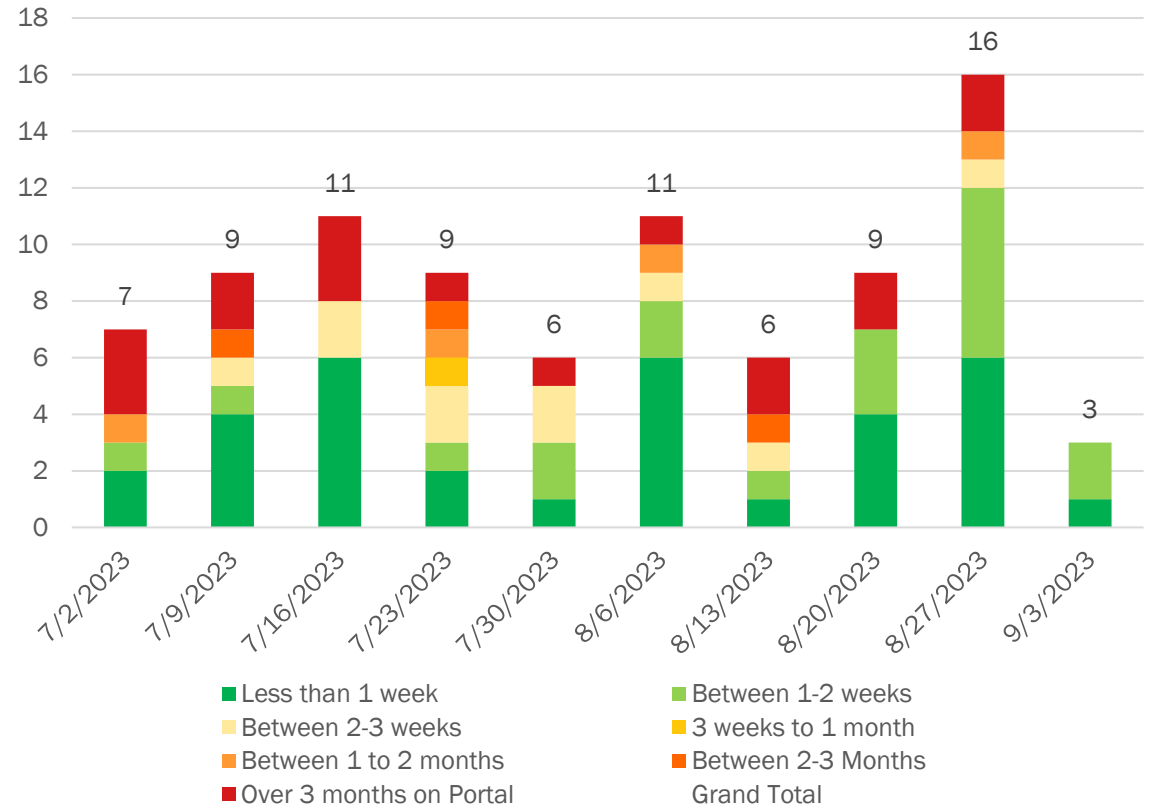NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

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

Current Aging of Available Referrals

Legend:
- Less than 1 week
- Between 1-2 weeks
- Between 2-3 weeks
- 3 weeks to 1 month
- Between 1 to 2 months
- Between 2-3 Months
- Over 3 months on Portal

Values: 6, 9, 10, 7, 17, 10, 122 (Available & Selected Referrals)
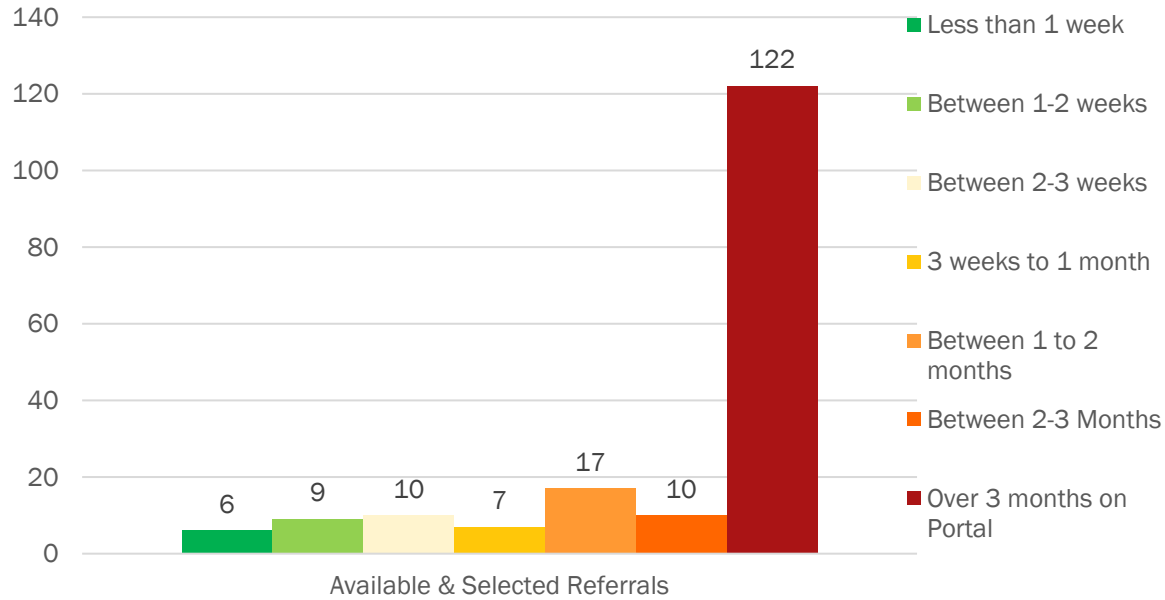
- 73% of individuals referred have been waiting over two months for service.

Aging when Processed

Dates: 7/2/2023, 7/9/2023, 7/16/2023, 7/23/2023, 7/30/2023, 8/6/2023, 8/13/2023, 8/20/2023, 8/27/2023, 9/3/2023

Grand Total values: 7, 9, 11, 9, 6, 11, 6, 9, 16, 3

Legend:
- Less than 1 week
- Between 1-2 weeks
- Between 2-3 weeks
- 3 weeks to 1 month
- Between 1 to 2 months
- Between 2-3 Months
- Over 3 months on Portal
- Grand Total

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	1	2
02809	Bristol	6	2
02813	Charlestown	2	0
02814	Chepachet	2	0
02816	Coventry	7	7
02817	West Greenwich	0	1
02818	East Greenwich	4	1
02825	Foster	2	0
02828	Greenville	1	0
02830	Harrisville/Burrillville	1	1
02831	Hope	1	1
02832	Hope Valley, Richmond	2	1
02835	Jamestown	1	1
02840	Newport	21	2
02852	North Kingstown	14	3
02859	Pascoag	0	2
02860	Pawtucket	4	17
02861	Pawtucket	1	3
02863	Central Falls	2	9
02864	Cumberland	5	7
02865	Lincoln	2	5
02871	Portsmouth	3	0
02878	Tiverton	2	0
02879	Wakefield/Narragansett/South Kingstown	5	1
02882	Narragansett/Point Judith	5	1
02885	Warren	2	3

Postal Code	Region Name	Available/Selected	Processed
02886	Warwick	4	7
02888	Warwick	1	5
02889	Warwick	2	7
02891	Westerly	6	2
02892	West Kingston/Richmond	2	0
02893	West Warwick	6	7
02895	Woonsocket	9	10
02896	North Smithfield	3	3
02898	Wyoming/Richmond	2	0
02903	Providence	4	3
02904	Providence/North Providence	5	13
02905	Providence/Cranston	6	8
02906	Providence	0	2
02907	Providence/Cranston	6	8
02908	Providence/North Providence	1	8
02909	Providence	6	14
02910	Cranston/Providence	3	3
02911	North Providence/Providence	1	3
02914	East Providence	5	10
02915	Riverside	3	5
02916	Rumford	2	0
02917	Smithfield	2	4
02919	Johnston/Providence	3	14
02920	Cranston	1	7
02921	Cranston	0	0

➢ *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	6	6	50%
Cardiovascular disorders	27	35	56%
Dementia disorders	10	12	55%
Developmental disorders	1	4	80%
Endocrine disorders	11	19	63%
Muscular/skeletal disorders	65	71	52%
Neurological disorders	20	20	50%
Respiratory disorders	19	20	51%
Urinary/reproductive disorders	4	6	60%
Unknown	18	20	53%
Grand Total	181	213	54%

Referrals Available and Processed Based on Hours Requested

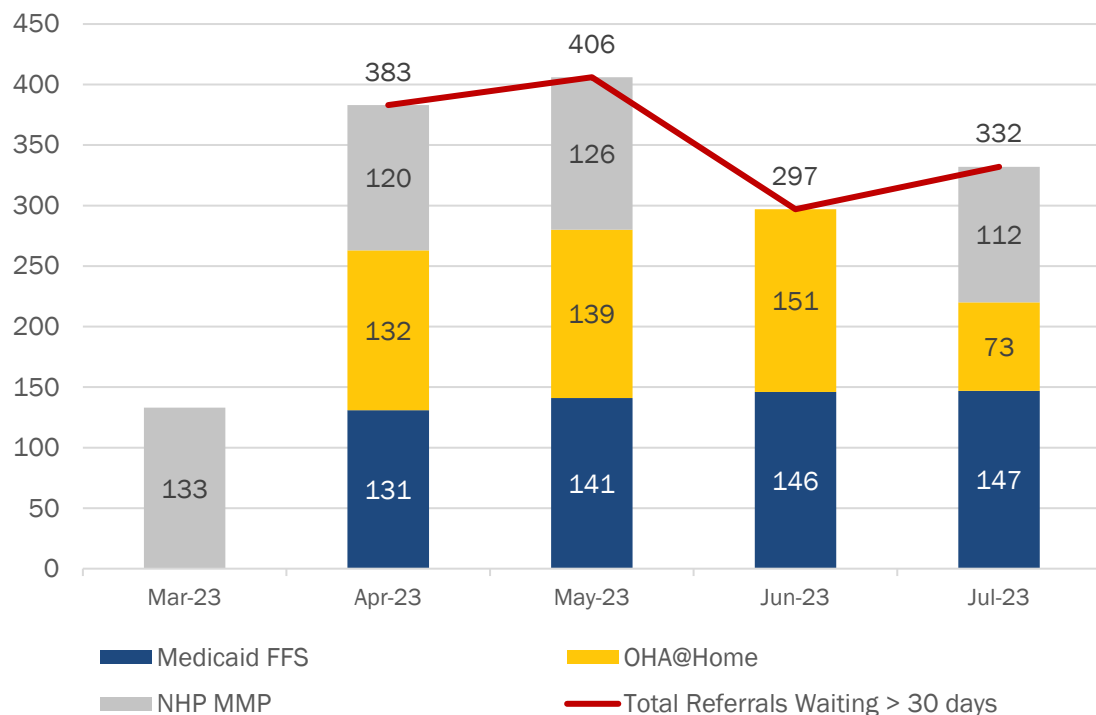| Hours Per Week Requested	Referrals Currently Available	Total Processed Referrals (within past 6 months) Number	Percent
1-10 hours	53	79	60%
11-20 hours	52	41	44%
21-30 hours	31	31	50%
31-40 hours	16	34	68%
41 hours plus	29	28	49%
Grand Total	181	213	54%

Referrals Available and Processed Based on Consumer

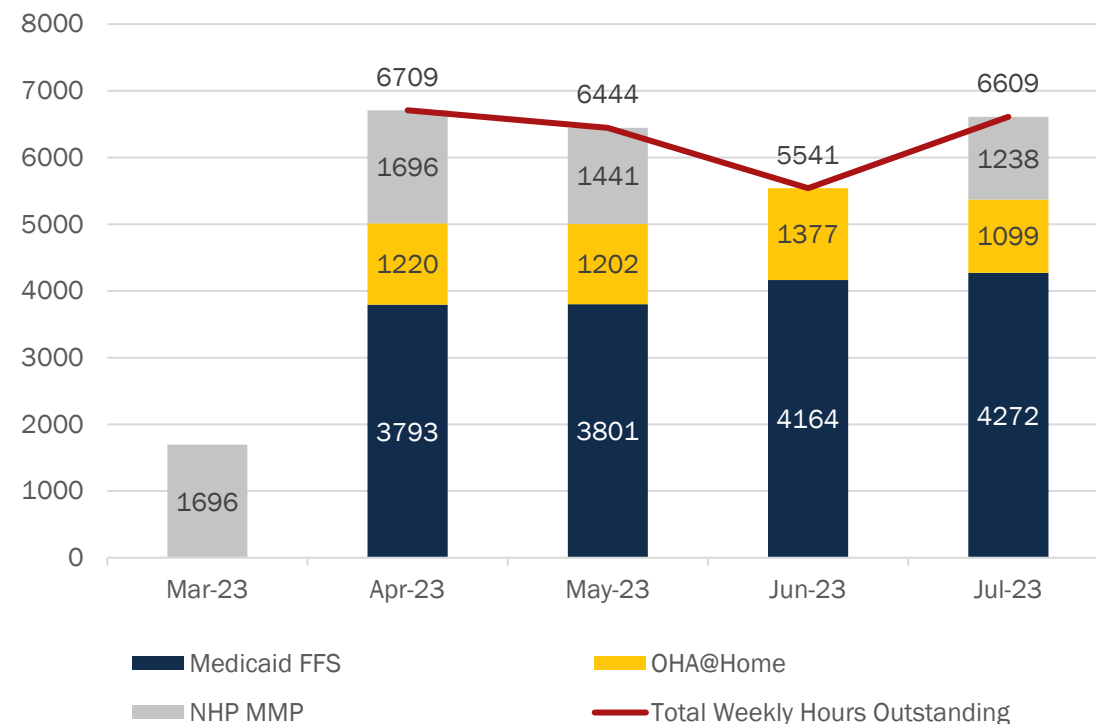| Primary Language	Referrals Currently Available	Total Processed Referrals (within past 6 months) Number	Percent
English	164	163	50%
Spanish	11	40	78%
Portuguese	2	6	75%
Cantonese	0	0	--
Russian	1	2	67%
Farsi	1	0	0%
Cambodian	2	2	50%
Grand Total	181	213	54%

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

Month	Medicaid FFS	OHA@Home	NHP MMP	Total Referrals Waiting > 30 days
Mar-23			133	
Apr-23	131	132	120	383
May-23	141	139	126	406
Jun-23	146	151		297
Jul-23	147	73	112	332

Monthly Home Care Hours Unfulfilled by Agency

Month	Medicaid FFS	OHA@Home	NHP MMP	Total Weekly Hours Outstanding
Mar-23			1696	
Apr-23	3793	1220	1696	6709
May-23	3801	1202	1441	6444
Jun-23	4164	1377		5541
Jul-23	4272	1099	1238	6609

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 are available each month on the EOHHS website.