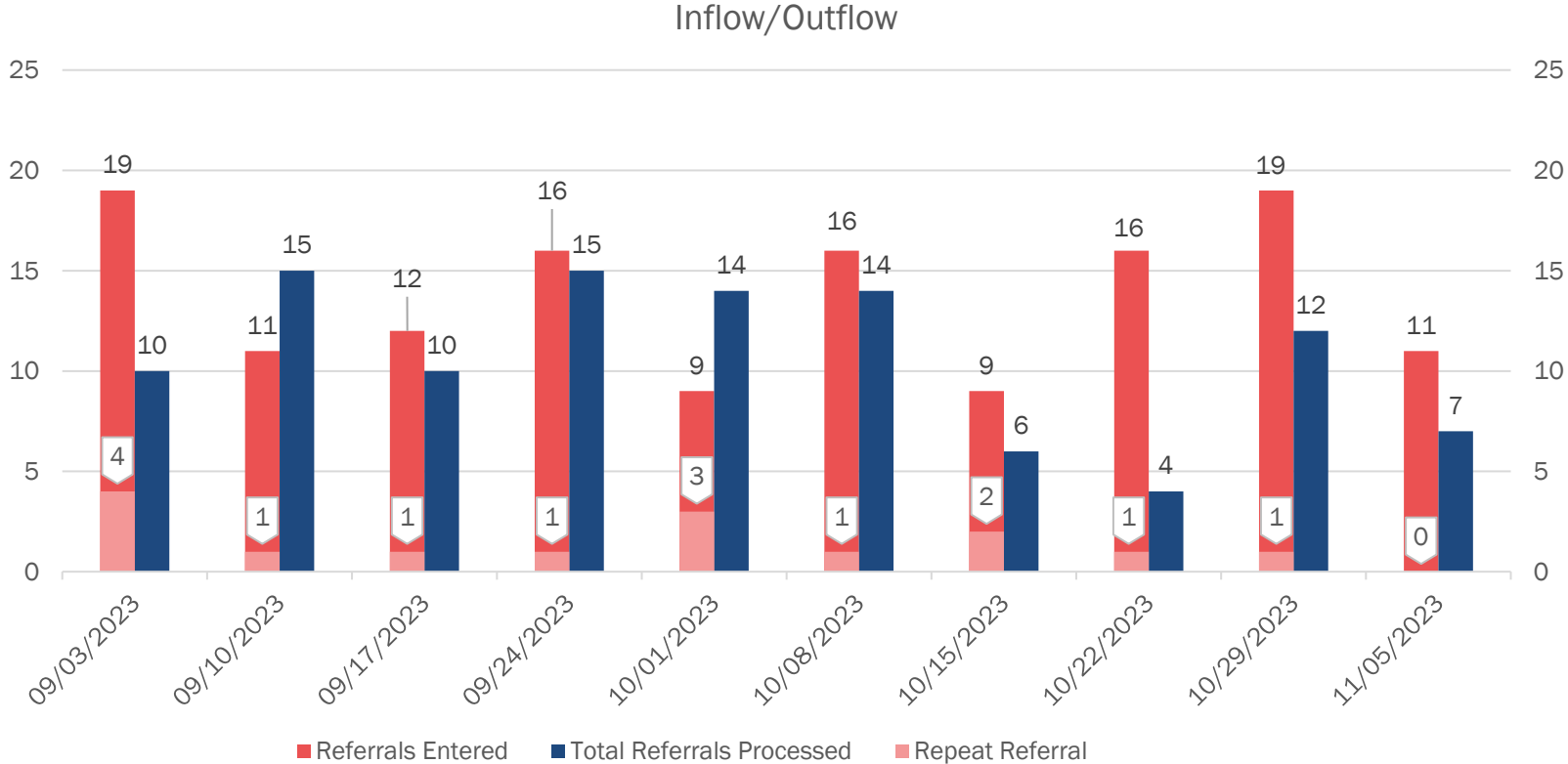


Home Care Provider Referral Portal – Summary

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

November 9, 2023	
447 Total Referrals	
<ul style="list-style-type: none"> • 126 Available • 72 Selected (for review by provider) • 249 Processed (with service authorized in the past six months) 	

Percent of Total Referrals Processed (within past six months)	56%
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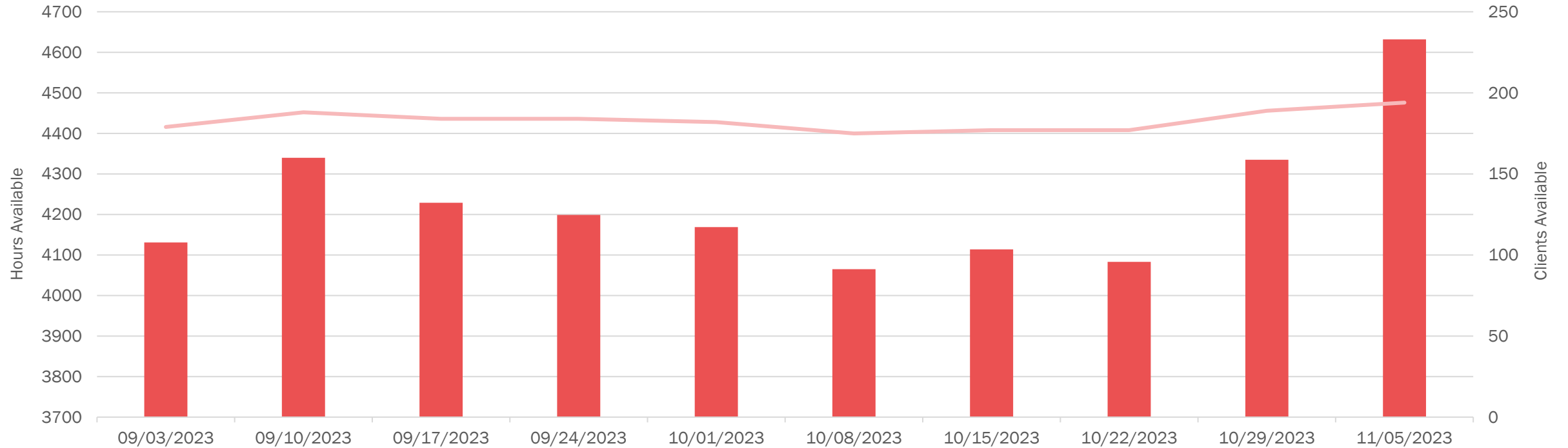
Referrals Entered (red bar): Referrals entered during the week by case managers requesting service
Total Referrals Processed (blue bar): Referrals accepted for service by providers, during the week
Repeat Referral (pink bar with shield shaped number): Referrals previously accepted with service initiated; service ended; case managers re-entered onto referral portal during week seeking service again

Home Care Provider Referral Portal – Available Referrals

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

194 individuals waiting for total of 4,632 hours of service

Pool of Available Referrals at Week Start



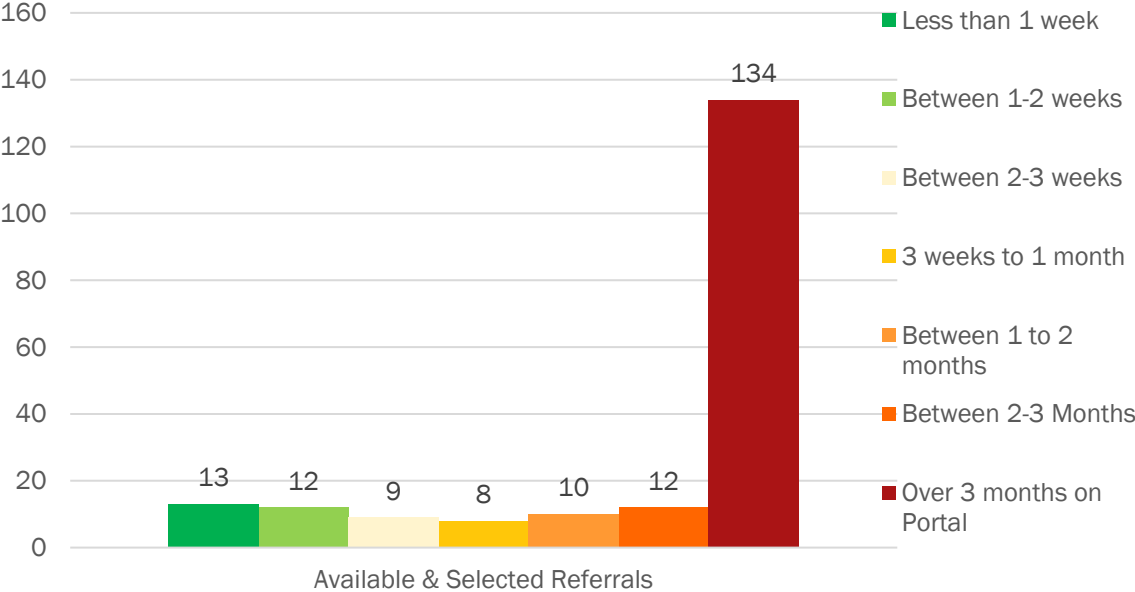
	09/03/2023	09/10/2023	09/17/2023	09/24/2023	10/01/2023	10/08/2023	10/15/2023	10/22/2023	10/29/2023	11/05/2023
Total Hours Available at Week Start	4131	4340	4229	4199	4169	4065	4114	4083	4335	4632
Total Clients Available at Week Start	179	188	184	184	182	175	177	177	189	194

Home Care Provider Referral Portal – Aging of Referrals

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

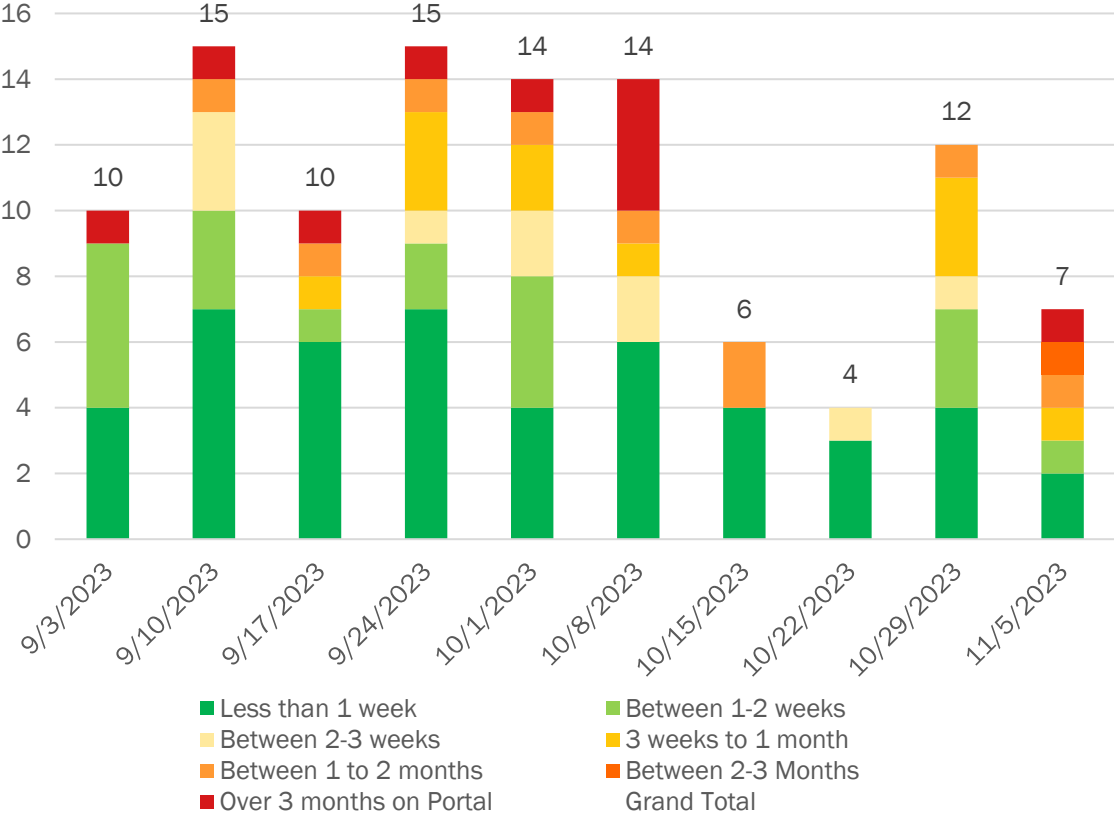
Case managers assign referrals an urgency level of 2 days, 5 days, or 14 days to be filled.

Current Aging of Available Referrals



• 74% of individuals referred have been waiting over two months for service.

Aging when Processed



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	Postal Code	Region Name	Available/Selected	Processed
02806	Barrington	0	1	02886	Warwick	6	6
02809	Bristol	4	4	02888	Warwick	1	4
02813	Charlestown	2	0	02889	Warwick	2	7
02814	Chepachet	2	0	02891	Westerly	7	0
02816	Coventry	8	8	02892	West Kingston/Richmond	1	1
02817	West Greenwich	0	0	02893	West Warwick	5	6
02818	East Greenwich	4	2	02895	Woonsocket	12	14
02825	Foster	2	0	02896	North Smithfield	5	2
02828	Greenville	2	0	02898	Wyoming/Richmond	1	0
02830	Harrisville/Burrillville	2	1	02903	Providence	4	4
02831	Hope	1	1	02904	Providence/North Providence	4	19
02832	Hope Valley, Richmond	2	2	02905	Providence/Cranston	5	14
02835	Jamestown	1	1	02906	Providence	0	3
02840	Newport	20	3	02907	Providence/Cranston	7	15
02852	North Kingstown	14	3	02908	Providence/North Providence	2	7
02859	Pascoag	1	2	02909	Providence	6	17
02860	Pawtucket	6	16	02910	Cranston/Providence	2	3
02861	Pawtucket	1	3	02911	North Providence/Providence	2	3
02863	Central Falls	1	14	02914	East Providence	7	10
02864	Cumberland	6	5	02915	Riverside	2	7
02865	Lincoln	1	6	02916	Rumford	3	0
02871	Portsmouth	3	1	02917	Smithfield	3	4
02878	Tiverton	3	1	02919	Johnston/Providence	2	13
02879	Wakefield/Narragansett/South Kingstown	5	1	02920	Cranston	4	11
02882	Narragansett/Point Judith	5	0	02921	Cranston	1	0
02885	Warren	4	4				

➤ 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	3	8	73%
Cardiovascular disorders	30	43	59%
Dementia disorders	15	11	42%
Developmental disorders	1	6	86%
Endocrine disorders	13	16	55%
Muscular/skeletal disorders	73	80	52%
Neurological disorders	20	16	44%
Respiratory disorders	16	25	61%
Urinary/reproductive disorders	3	9	75%
Unknown	24	35	59%
Grand Total	198	249	56%

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	52	100		66%
11-20 hours	56	50		47%
21-30 hours	35	40		53%
31-40 hours	19	35		65%
41 hours plus	36	24		40%
Grand Total	198	249		56%

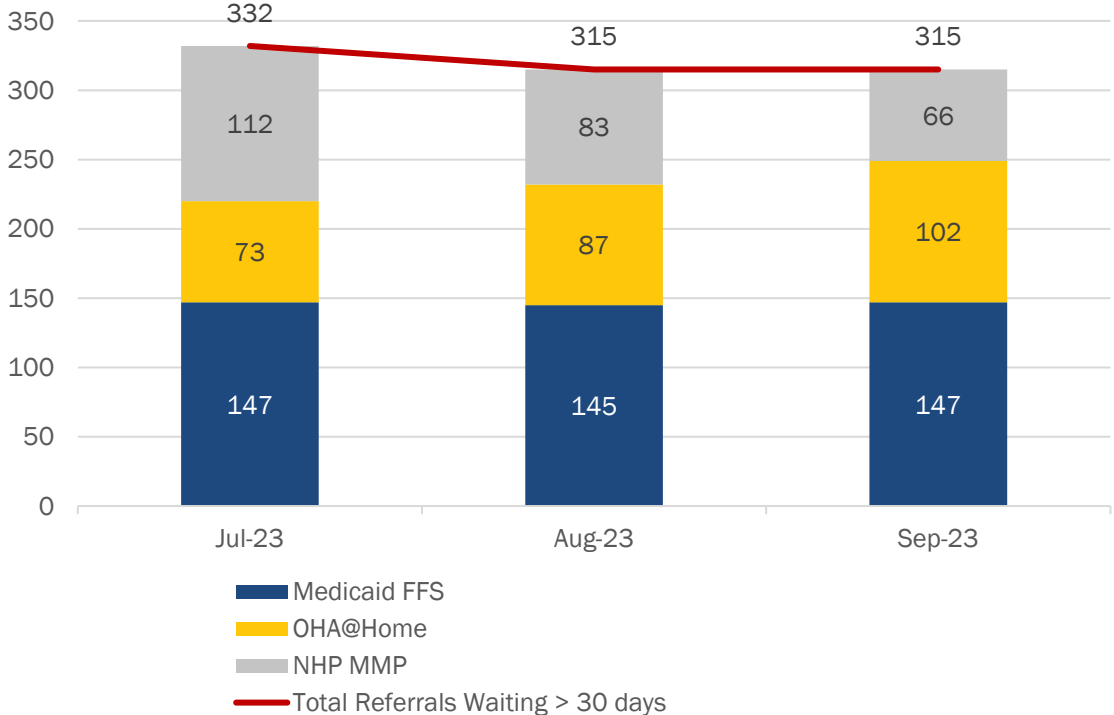
Referrals Available and Processed Based on Consumer

Primary Language	Referrals Currently Available	Total Processed Referrals (within past 6 months)	Number	Percent
English	180	174		49%
Spanish	13	61		82%
Portuguese	2	7		78%
Thai	0	1		100%
Russian	1	1		50%
Farsi	1	0		0%
Cambodian	1	4		80%
Haitian Creole	0	1		100%
Grand Total	198	249		56%

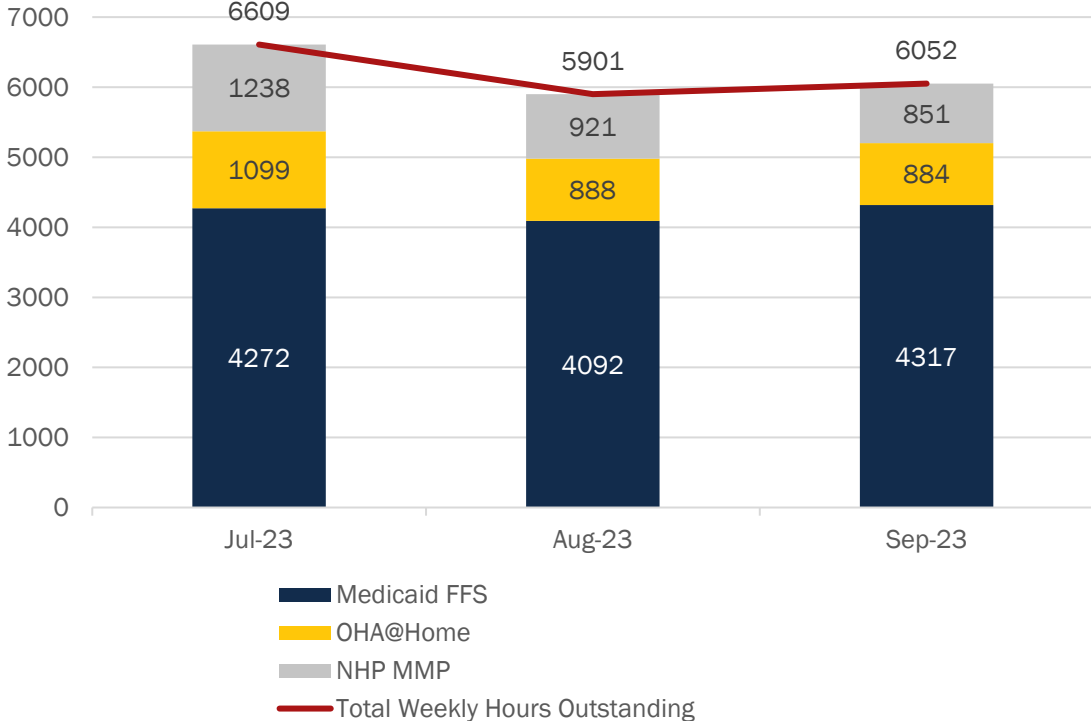
Home Care Provider Referral Portal – Detail by Program

➤ 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 <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	401-848-4120	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.