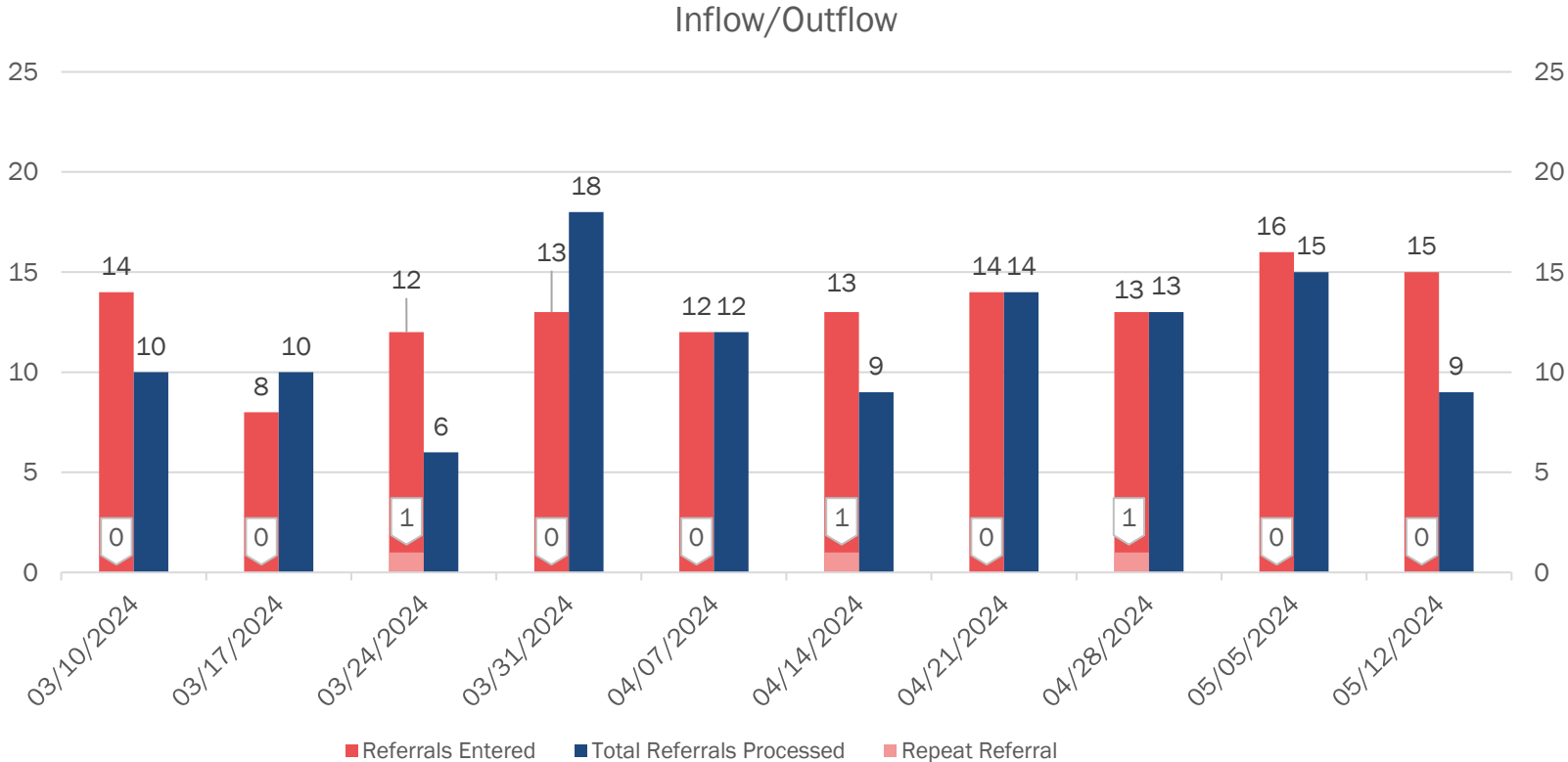


Home Care Provider Referral Portal – Summary

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

January 17, 2024	
493 Total Referrals	
<ul style="list-style-type: none"> • 91 Available • 60 Selected (for review by provider) • 342 Processed (with service authorized in the past six months) 	

Percent of Total Referrals Processed (within past six months)	69%
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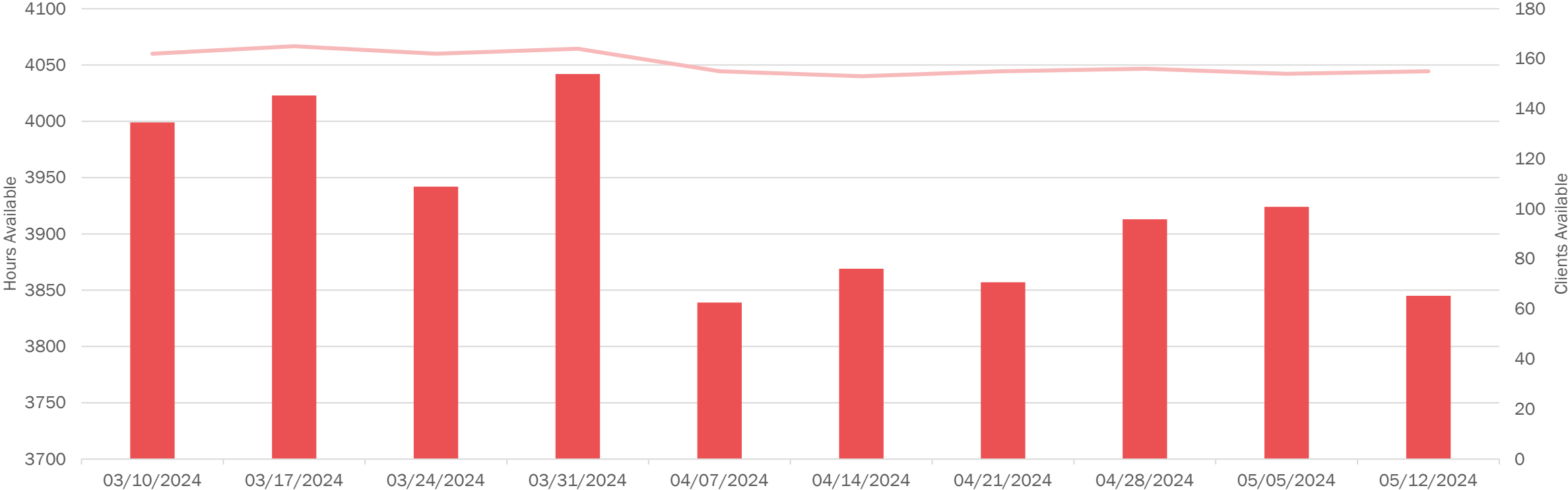
Referrals Entered (red bar): Referrals entered during the week by case managers requesting service
Total Referrals Processed (blue bar): Referrals accepted for service by providers, during the week
Repeat Referral (pink bar with shield shaped number): Referrals previously accepted with service initiated; 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.

155 individuals waiting for total of 3,845 hours of service

Pool of Available Referrals at Week Start



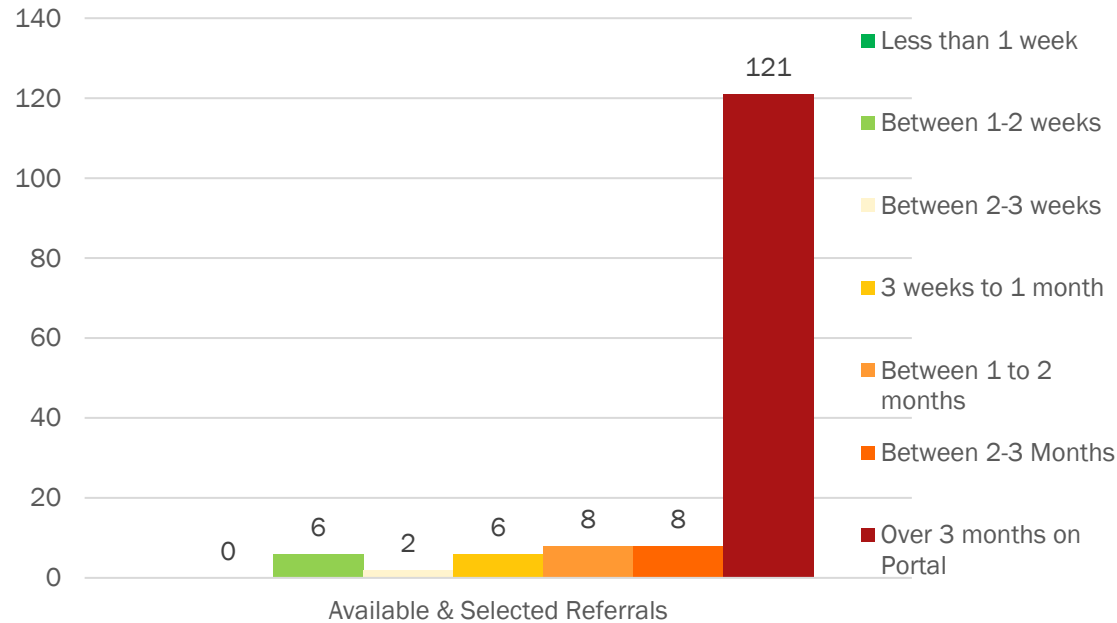
	03/10/2024	03/17/2024	03/24/2024	03/31/2024	04/07/2024	04/14/2024	04/21/2024	04/28/2024	05/05/2024	05/12/2024
Total Hours Available at Week Start	3999	4023	3942	4042	3839	3869	3857	3913	3924	3845
Total Clients Available at Week Start	162	165	162	164	155	153	155	156	154	155

Home Care Provider Referral Portal – Aging of Referrals

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

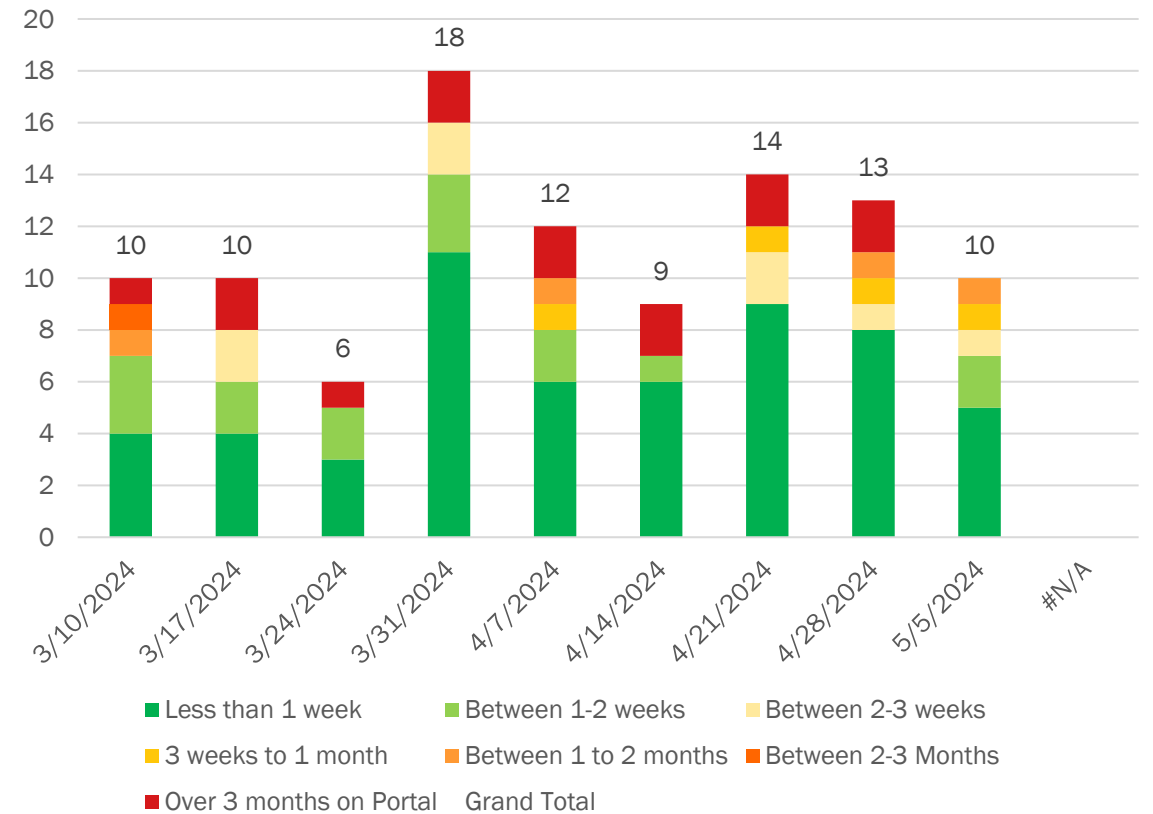
Case managers assign referrals an urgency level of 2 days, 5 days, or 14 days to be filled.

Current Aging of Available Referrals



• 85% 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
02809	Bristol	4	4
02813	Charlestown	1	1
02814	Chepachet	3	2
02816	Coventry	9	8
02817	West Greenwich	1	0
02818	East Greenwich	3	2
02822	Exeter/Escoheag	1	0
02825	Foster	2	0
02828	Greenville	2	2
02830	Harrisville/Burrillville	1	2
02831	Hope	1	0
02832	Hope Valley, Richmond	3	0
02835	Jamestown	1	0
02837	Little Compton, L Compton	1	0
02838	Manville	0	1
02839	Mapleville	1	1
02840	Newport	22	4
02842	Middletown	1	1
02852	North Kingstown	9	3
02857	North Scituate/Scituate	1	0
02859	Pascoag	2	2
02860	Pawtucket	0	20
02861	Pawtucket	1	5
02863	Central Falls	2	4
02864	Cumberland	2	8
02865	Lincoln	1	8
02871	Portsmouth	6	1
02878	Tiverton	4	4

Postal Code	Region Name	Available/Selected	Processed
02879	Wakefield/Narragansett/S. Kingstown	9	2
02882	Narragansett/Point Judith	3	3
02885	Warren	1	2
02886	Warwick	4	17
02888	Warwick	1	8
02889	Warwick	2	5
02891	Westerly	6	4
02892	West Kingstown/Richmond	1	0
02893	West Warwick	2	15
02895	Woonsocket	6	28
02896	North Smithfield	1	6
02898	Wyoming/Richmond	1	0
02903	Providence	3	13
02904	Providence/North Providence	3	26
02905	Providence/Cranston	3	11
02907	Providence/Cranston	3	21
02908	Providence/North Providence	0	9
02909	Providence	2	24
02910	Cranston/Providence	2	4
02911	North Providence/Providence	1	5
02914	East Providence	3	9
02915	Riverside	2	3
02916	Rumford	2	3
02917	Smithfield	2	5
02919	Johnston/Providence	2	15
02920	Cranston	1	16
02921	Cranston	0	5

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	4	11	73%
Cardiovascular disorders	19	52	73%
Dementia disorders	8	19	70%
Developmental disorders	4	6	60%
Endocrine disorders	10	17	63%
Muscular/skeletal disorders	64	128	67%
Neurological disorders	12	19	61%
Respiratory disorders	13	32	71%
Urinary/reproductive disorders	2	9	82%
Unknown	15	49	77%
Grand Total	151	342	69%

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	40	146	78%	
11-20 hours	38	78	67%	
21-30 hours	30	46	61%	
31-40 hours	15	26	63%	
41 hours plus	28	46	62%	
Grand Total	151	342	69%	

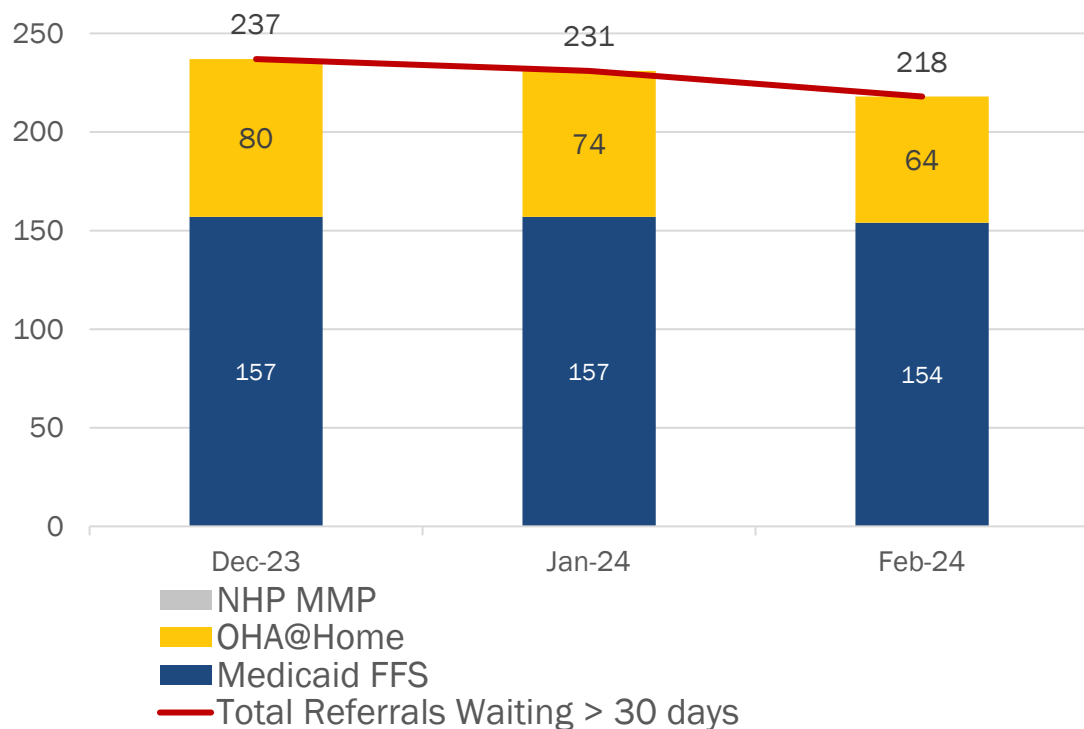
Referrals Available and Processed Based on Consumer

Primary Language	Referrals Currently Available	Total Processed Referrals (within past 6 months)	Number	Percent
English	137	247	64%	
Spanish	8	85	91%	
Portuguese	4	7	64%	
Farsi	1	0	0%	
Cambodian	1	1	50%	
Laotian	0	1	100%	
Armenian	0	1	100%	
Grand Total	151	342	69%	

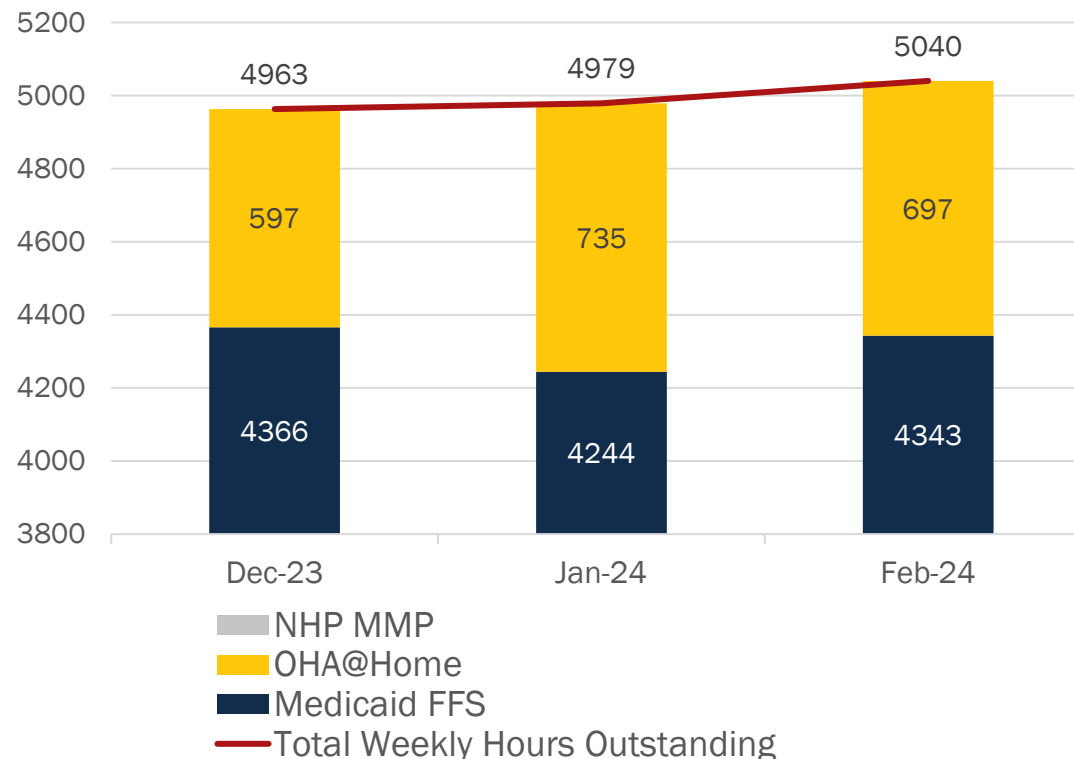
Home Care Provider Referral Portal – Detail by Program

- 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.