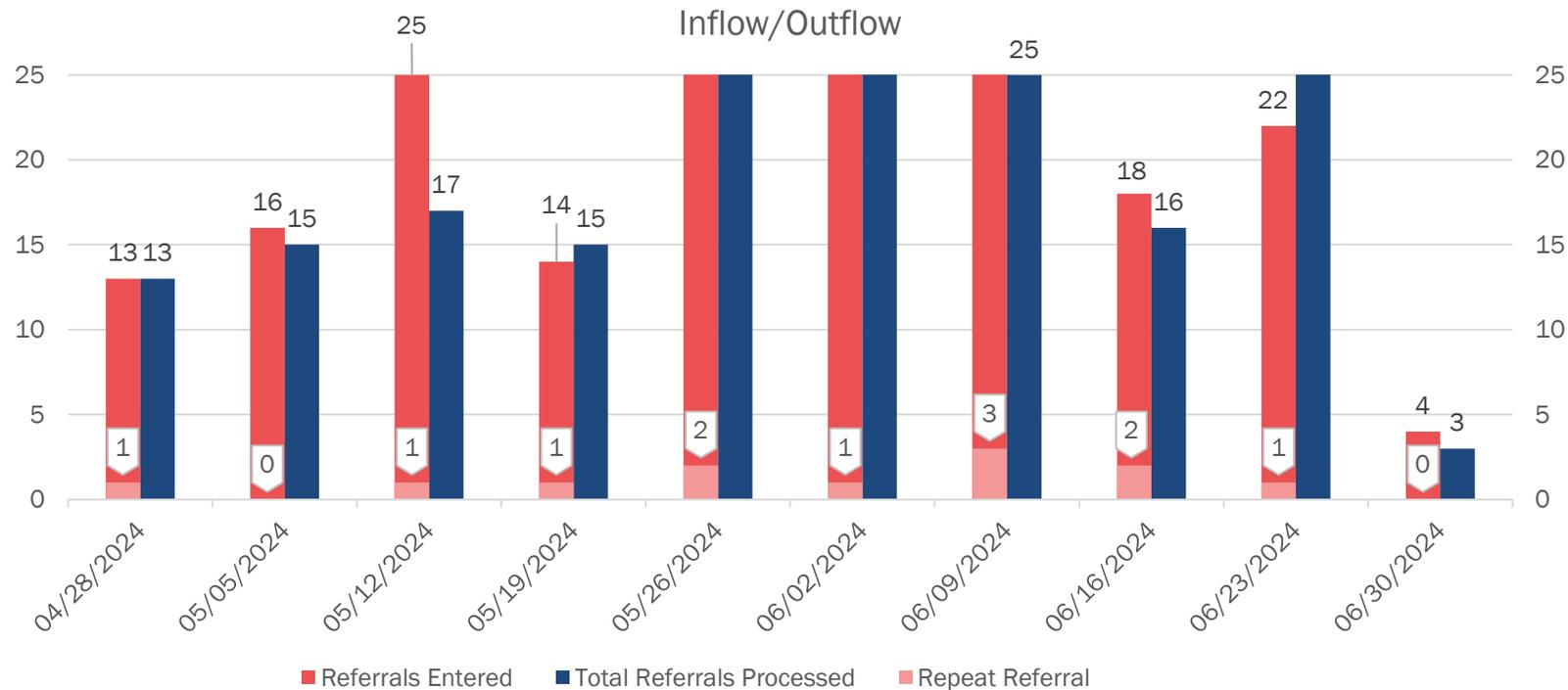


# Home Care Provider Referral Portal – Summary

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

January 17, 2024
569 Total Referrals
<ul style="list-style-type: none"> <li>• 103 Available</li> </ul>
<ul style="list-style-type: none"> <li>• 61 Selected (for review by provider)</li> </ul>
<ul style="list-style-type: none"> <li>• 405 Processed (with service authorized in the past six months)</li> </ul>



Percent of Total Referrals Processed (within past six months)	71%
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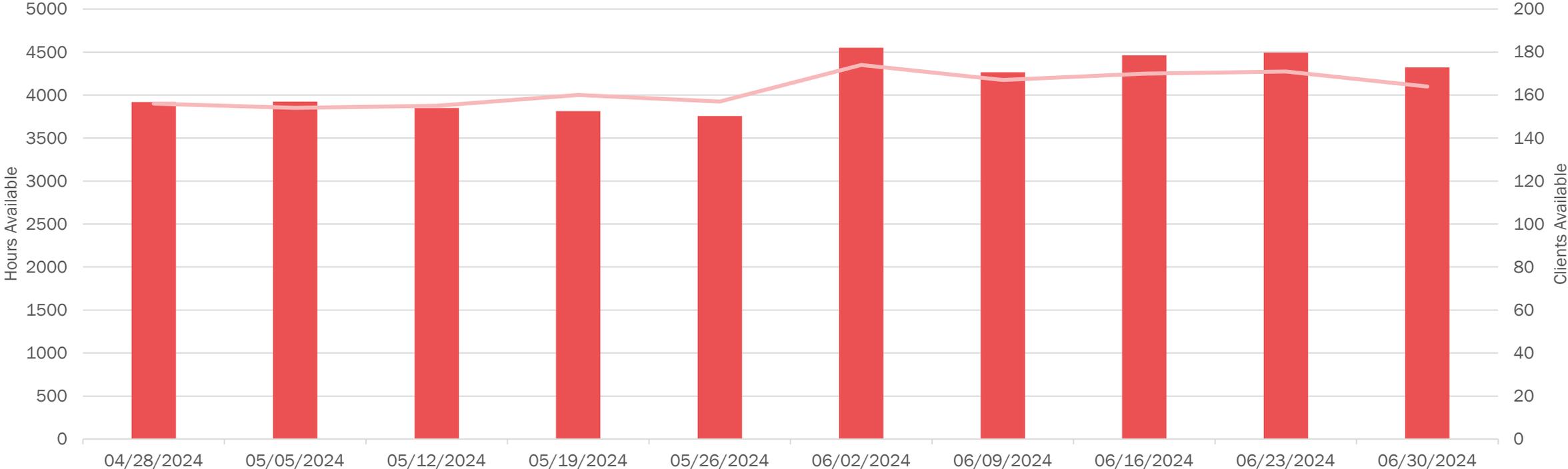
**Referrals Entered (red bar):** Referrals entered during the week by case managers requesting service  
**Total Referrals Processed (blue bar):** Referrals accepted for service by providers, during the week  
**Repeat Referral (pink bar with shield shaped number):** Referrals previously accepted with 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.

164 individuals waiting for total of 4,322 hours of service

Pool of Available Referrals at Week Start



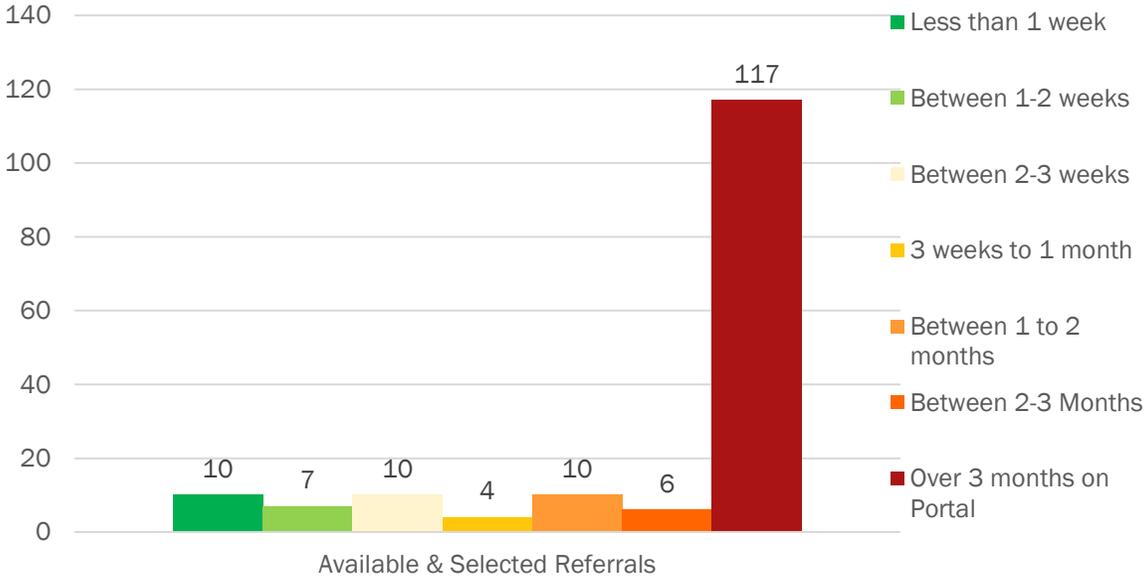
	04/28/2024	05/05/2024	05/12/2024	05/19/2024	05/26/2024	06/02/2024	06/09/2024	06/16/2024	06/23/2024	06/30/2024
Total Hours Available at Week Start	3918	3924	3849	3814	3757	4551	4265	4461	4493	4322
Total Clients Available at Week Start	156	154	155	160	157	174	167	170	171	164

# Home Care Provider Referral Portal – Aging of Referrals

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

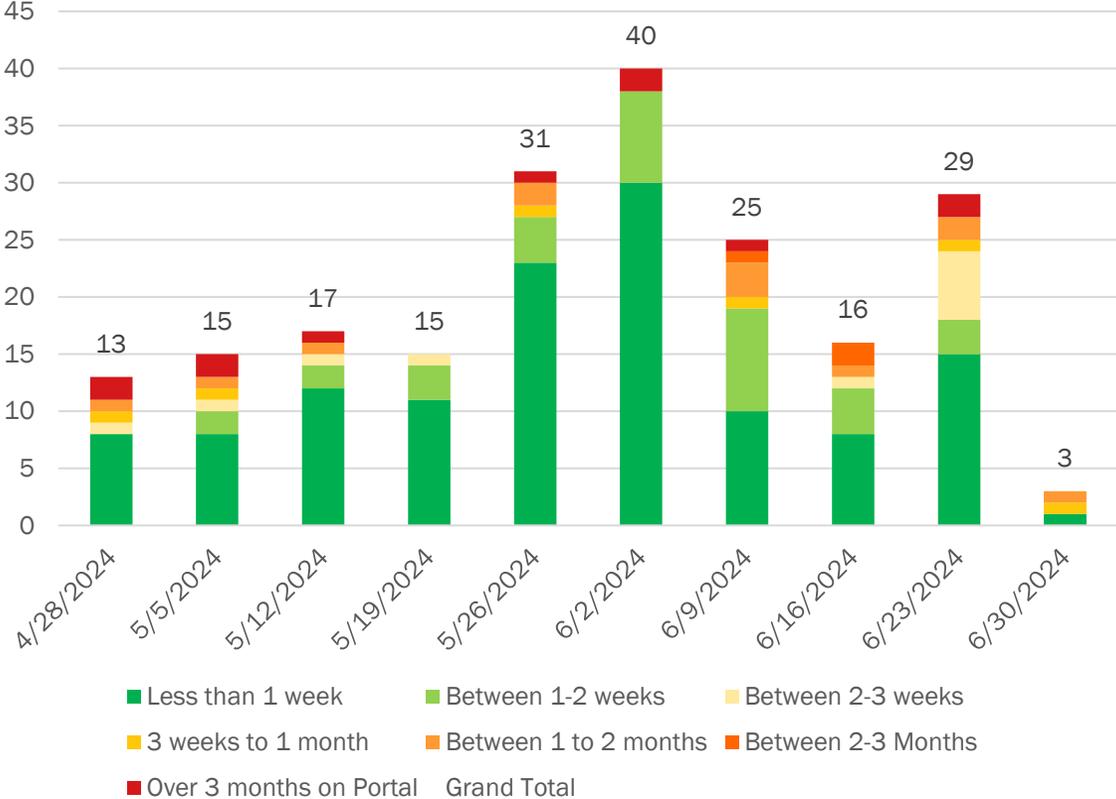
Case managers assign referrals an urgency level of 2 days, 5 days, or 14 days to be filled.

Current Aging of Available Referrals



• 75% 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	0	02886	Warwick	3	20
02809	Bristol	4	4	02888	Warwick	1	9
02813	Charlestown	2	0	02889	Warwick	3	5
02814	Chepachet	3	2	02891	Westerly	8	3
02816	Coventry	12	9	02892	West Kingston/Richmond	2	0
02817	West Greenwich	1	1	02893	West Warwick	2	20
02818	East Greenwich	2	3	02895	Woonsocket	7	37
02825	Foster	2	1	02896	North Smithfield	2	5
02828	Greenville	2	1	02898	Wyoming/Richmond	1	0
02830	Harrisville/Burrillville	1	2	02903	Providence	2	15
02831	Hope	1	0	02904	Providence/North Providence	5	29
02832	Hope Valley, Richmond	4	1	02905	Providence/Cranston	2	14
02835	Jamestown	1	0	02906	Providence	0	1
02840	Newport	19	6	02907	Providence/Cranston	6	24
02852	North Kingstown	9	4	02908	Providence/North Providence	1	16
02859	Pascoag	0	5	02909	Providence	2	20
02860	Pawtucket	1	17	02910	Cranston/Providence	2	5
02861	Pawtucket	1	4	02911	North Providence/Providence	1	4
02863	Central Falls	4	14	02914	East Providence	2	11
02864	Cumberland	0	11	02915	Riverside	1	4
02865	Lincoln	2	9	02916	Rumford	1	3
02871	Portsmouth	3	6	02917	Smithfield	2	4
02878	Tiverton	7	5	02919	Johnston/Providence	2	11
02879	Wakefield/Narragansett/South Kingstown	12	3	02920	Cranston	1	23
02882	Narragansett/Point Judith	4	3	02921	Cranston	0	5
02885	Warren	0	3				

# 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	10	71%
Cardiovascular disorders	17	65	79%
Dementia disorders	10	17	63%
Developmental disorders	4	5	56%
Endocrine disorders	13	18	58%
Muscular/skeletal disorders	71	146	67%
Neurological disorders	13	25	66%
Respiratory disorders	15	41	73%
Urinary/reproductive disorders	2	7	78%
Unknown	15	71	83%
<b>Grand Total</b>	<b>164</b>	<b>405</b>	<b>71%</b>

## 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	36	143	80%	
11-20 hours	40	95	70%	
21-30 hours	38	62	62%	
31-40 hours	23	46	67%	
41 hours plus	27	59	69%	
<b>Grand Total</b>	<b>164</b>	<b>405</b>	<b>71%</b>	

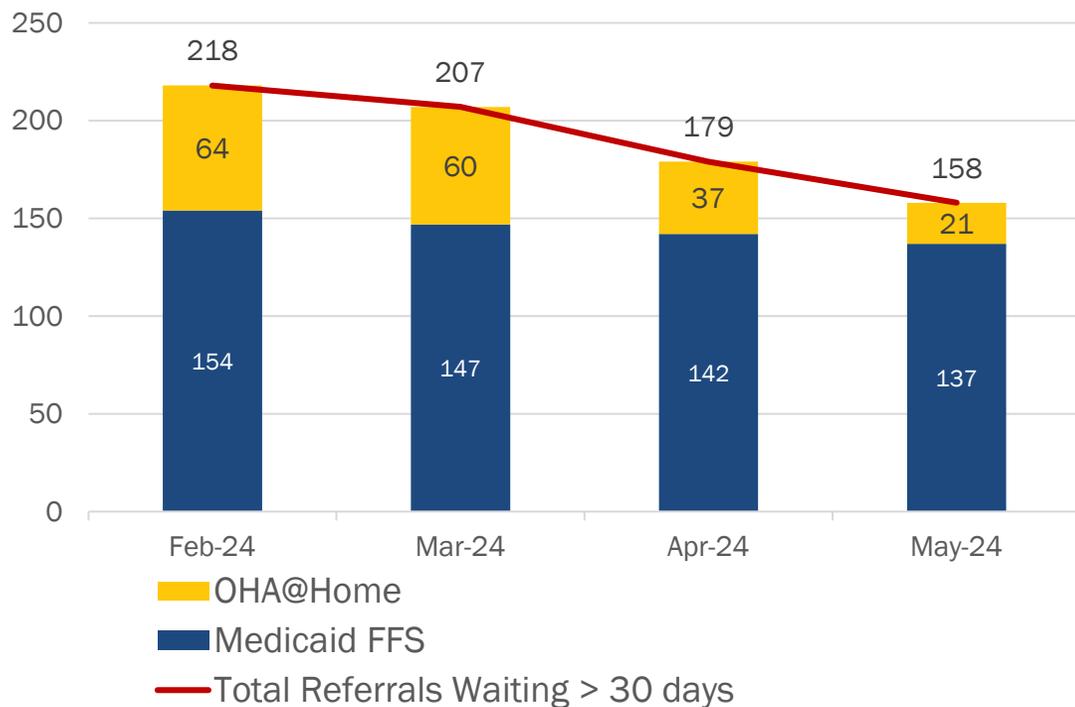
## Referrals Available and Processed Based on Consumer

Primary Language	Referrals Currently Available	Total Processed Referrals (within past 6 months)	Number	Percent
English	150	290	66%	
Spanish	11	96	90%	
Portuguese	1	14	93%	
Farsi	1	0	0%	
Cambodian	1	1	50%	
Laotian	0	1	100%	
Armenian	0	1	100%	
Haitian Creole	0	1	100%	
Italian	0	1	100%	
<b>Grand Total</b>	<b>164</b>	<b>405</b>	<b>71%</b>	

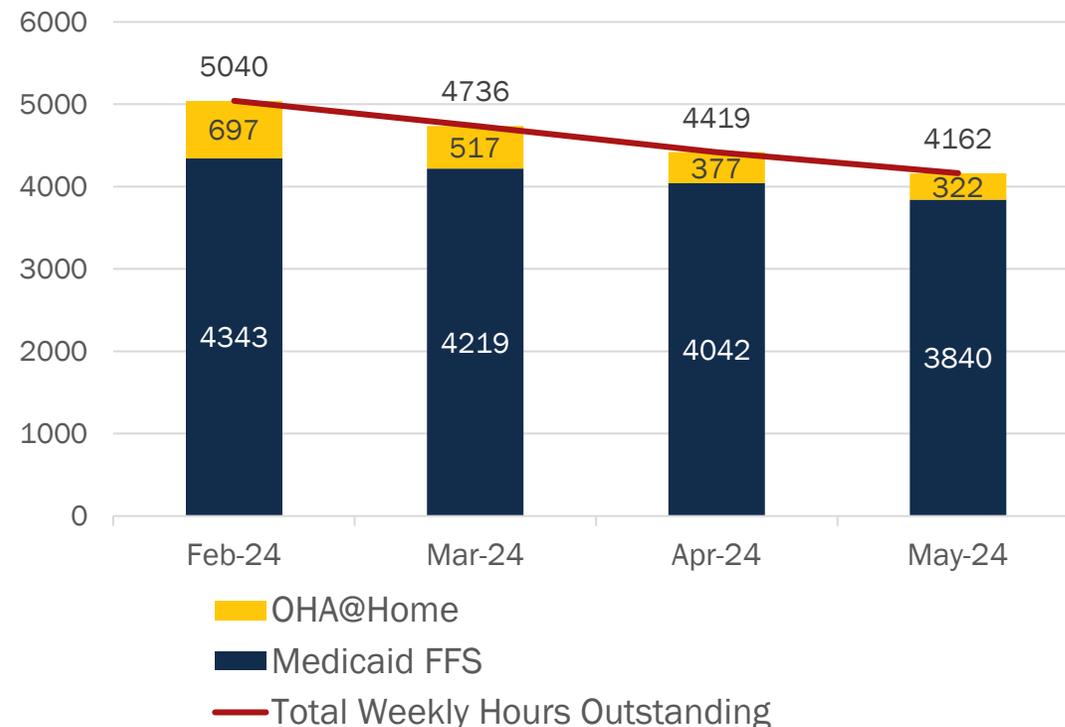
# Home Care Provider Referral Portal – Detail by Program

- 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	<a href="mailto:DHS.LTSS@dhs.ri.gov">DHS.LTSS@dhs.ri.gov</a>
Medicaid/Office of Community Programs	Prior Authorizations and general Home Care Provider Referral Portal issues	401-462-6393	<a href="mailto:OHHS.OCP@ohhs.ri.gov">OHHS.OCP@ohhs.ri.gov</a>
Office of Healthy Aging	Prior Authorizations <i><b>NOTE:</b> 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	<a href="mailto:jstephens-burt@childandfamilyri.org">jstephens-burt@childandfamilyri.org</a>
Child and Family Services – Providence	401-595-3708	<a href="mailto:jstephens-burt@childandfamilyri.org">jstephens-burt@childandfamilyri.org</a>
East Bay CAP	401-490-1152	<a href="mailto:rcovington@ebcap.org">rcovington@ebcap.org</a>
Tri-County CAP	401-709-2643	<a href="mailto:rspirito@tricountyri.org">rspirito@tricountyri.org</a>
West Bay CAP	401-924-5250	<a href="mailto:Bbishop@westbaycap.org">Bbishop@westbaycap.org</a> <a href="mailto:kmchugh@westbaycap.org">kmchugh@westbaycap.org</a>

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