

## RI Executive Office of Health and Human Services Medicaid Program

**Keep this notice for your records** 

<SEQ #> <NOTIFICATION ID> <DATE>
<NAME> <LAST 4 DIGITS OF THE MEMBER#>
<ADDRESS>
<CITY>, <STATE> <ZIP>

Dear <Name>:

# We got your request to cancel your enrollment into Neighborhood INTEGRITY

Your enrollment into Neighborhood INTEGRITY has been cancelled. It may take up to 45 days for your records to be updated.

#### What should I do now?

- Be sure to tell your providers that you will not be enrolled in Neighborhood INTEGRITY.
- Tell your doctors and other health care providers (including pharmacy) that if they need to submit claims for your health services and prescription drugs, there may be a slight delay in updating your records.

### What coverage do I have now?

If you were enrolled in another Medicare health or prescription drug plan before you enrolled in Neighborhood INTEGRITY, you should automatically be enrolled back into that plan.

If you don't get an enrollment acknowledgement letter from your previous plan within two (2) weeks of receiving this letter, contact them to confirm your enrollment. They may request a copy of this letter for their records.

#### **Your Medicaid Coverage**

For more information about Medicaid Coverage, please call the Rhode Island Department of Health and Human Services, 1-855-MY-RIDHS (1-855-697-4347), TTY 711 or contact your local DHS Office.

**For questions about Medicare**, or if you would like to join a Medicare health plan or Medicare Part D prescription drug plan, please call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week or visit www.medicare.gov. TTY users should call 1-877-486-2048. For help with your Medicare enrollment choices, you can contact a State Health Insurance Program (SHIP)

Counselor at (401) 462-4444 (TTY 711) Mon, Wed, Fri 8:30 am-4:00 pm; Tues, Thurs 8:30 am – 8:00 pm, and Sat 8:30 am - 12 noon.

If you need help with coverage or filing an appeal, please contact the RIPIN Healthcare Advocate at 1-855-747-3224 (toll free), TTY 711, hours: Monday – Friday 8 am to 5 pm, plus extended hours on Thursday until 7 pm or email <a href="mailto:HealthcareAdvocate@ripin.org">HealthcareAdvocate@ripin.org</a>.

**For more information**, visit <u>www.eohhs.ri.gov</u>. **If you have questions**, call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday- Friday, 8:00 am – 6:00 pm. The call is free. You can get this information for free in other languages and formats, like large print, braille, and audio.

Para obtener más información, visite <a href="www.eohhs.ri.gov">www.eohhs.ri.gov</a>. Si tiene preguntas, llame al Medicare-Medicaid Plan Enrollment Line (número telefónico para inscripciones en plan Medicare-Medicaid) al 1-844-602-3469 (TTY 711), de lunes a viernes, de 8:00 a.m. a 6:00 p.m. La llamada es gratis. Puede obtener esta información gratuitamente en otros idiomas y formatos, como letra grande, braille y audio.

**Para mais informações**, visite <u>www.eohhs.ri.gov.</u> **Se tiver dúvidas**, ligue para a Linha de Inscrição do Plano de Medicare-Medicaid no número 1-844-602-3469 (TTY 711), de segunda a sexta-feira, das 8:00 às 18:00. A chamada é gratuita. Você pode obter estas informações gratuitamente em outros idiomas e formatos, como impressão grande, braile e áudio.

[<Marketing Material ID: 011 ACKNOWLEDGEMENT OF REQUEST TO CANCEL ENROLLMENT>]