

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

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## We Cannot Process Your Disenrollment Request

Dear <Name>:

We have received a request to disenroll you from Neighborhood INTEGRITY. We cannot process this request because:

- We did not receive the information we need **OR**
- You made the request outside of an enrollment period OR
- The request was made by someone other than you and that person does not have authority to make enrollment decisions for you.

If you would still like to disenroll from Neighborhood INTEGRITY, or if you have any questions about the information in this letter, please call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday – Friday, 8:00 am – 6:00 pm.

If you need help with coverage or filing an appeal, call the RIPIN Healthcare Advocate at 1-855-747-3224 (TTY 711), Monday – Friday 8:00 am – 5:00 pm, plus extended hours on Thursday until 7:00 pm. You can also email the RIPIN Healthcare Advocate at Healthcare Advocate@ripin.org.

**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.

Thank you for your cooperation in this matter.

[<Marketing Material ID: 017 DENIAL OF DISENROLLMENT>]