



RI Executive Office of Health and Human Services  
Medicaid Program

<Last 4 of MID#>  
<Date>  
<Name>  
<Address>  
<City>, <State> <ZIP>

## **We Received Your Request to Opt-Out of Neighborhood INTEGRITY**

Dear <Name>:

We received your request to opt-out of any future automatic enrollment in Neighborhood INTEGRITY, a health and drug plan offered by Neighborhood Health Plan of RI. This is **only** for future automatic enrollment.

### **What if I do not want to join Neighborhood INTEGRITY or want to end my current membership with Neighborhood INTEGRITY?**

If you do not want to be enrolled, you must call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday – Friday, 8:00 am - 6:00 pm and tell us you do not want to join the new plan, or you want to end your membership.

### **If I do not join Neighborhood INTEGRITY, can I change my mind later?**

Yes. You always have the option to join Neighborhood INTEGRITY.

**If you have questions about Neighborhood INTEGRITY**, please call Neighborhood Member Services at 1-844-812-6896 (TTY 711), Monday – Friday, 8:00 am – 8:00 pm, Saturday 8:00 am – 12 noon, or visit the website at: [www.nhpri.org](http://www.nhpri.org).

During certain times of the year, Medicare doesn't let you change plans unless you meet certain special exceptions, such as you've moved out of the plan's service area. If you have questions about when you can change plans, visit [www.Medicare.gov](http://www.Medicare.gov), or call toll-free number 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

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2048.

**If you need help comparing prescription drug plans or would like to discuss other enrollment choices,** call the POINT to schedule an appointment to meet with a SHIP Counselor in person. (401) 462-4444 (TTY 711), Monday, Wednesday, and Friday, 8:30 am-4:00 pm, Tuesday and Thursday, 8:30 am-8:00 pm, and Saturday, 8:30 am -12 noon.

For complaints, difficulty accessing care or other similar issues you can call RIPIN Healthcare Advocate at 1-855-747-3224 (TTY 771), Monday – Friday, 8:00 am to 5:00 pm, plus extended hours on Thursday until 7:00 pm. You can also email the RIPIN Healthcare Advocate at [HealthcareAdvocate@ripin.org](mailto:HealthcareAdvocate@ripin.org).

**For more information,** visit [www.eohhs.ri.gov](http://www.eohhs.ri.gov). **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 [www.eohhs.ri.gov](http://www.eohhs.ri.gov). **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 [www.eohhs.ri.gov](http://www.eohhs.ri.gov). **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.