



RI Executive Office of Health and Human Services  
Medicaid Program

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

## Important Information about a new health and drug plan that can improve how you get your Medicare and Medicaid services

Dear <Name>:

The Rhode Island Medicaid Program is offering you a new health and drug plan that can make it easier for you to get health care services and prescription drugs under Medicare and Medicaid. The new health and drug plan is called **Neighborhood INTEGRITY**. It's provided by Neighborhood Health Plan of Rhode Island.

Starting **<START DATE>** you would get all of your services in one plan, including doctor and hospital visits, medicines, and long-term care services like home care and nursing home care. You will keep access to all the Medicare and Medicaid services you have now.

This new plan also offers services you may not be getting now:

- One customer service number for all your questions and needs,
- A care manager who can help coordinate your care,
- No copays for prescription drugs,
- A Nurse Advice Line to call anytime day or night, 7 days a week, and
- Convenience of only having to carry one insurance card.

See the enclosed flyer for more information.

### How do I enroll in Neighborhood INTEGRITY?

You don't have to do anything to join. We'll enroll you in Neighborhood INTEGRITY unless you tell us not to.

### What if I don't want to enroll?

If you do **not** want to enroll in Neighborhood INTEGRITY, 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 No. 31: 60 day Notice for Opt-Out Enrollment

don't want to join the new plan. They can help you keep your current Medicaid and Medicare covered services, including prescription drugs. You can also call Medicare to choose another Medicare health plan or prescription drug plan. Contact information is at the end of this notice.

### **If I join Neighborhood INTEGRITY, can I change my mind later?**

Yes. You have the option to go back to getting Medicaid, Medicare, and your prescription drug plan (Medicare Part D) the way you did before.

**Note:** You can leave your Neighborhood INTEGRITY plan at any time and choose another plan. But, once you leave your Neighborhood INTEGRITY plan, there are limits for when you can leave other types of Medicare plans. For more information, please contact Medicare, 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week or visit [www.Medicare.gov](http://www.Medicare.gov). TTY users should call 1-877-486-2048.

### **Neighborhood INTEGRITY and Medicare Part D**

You may have gotten a letter from your current Medicare prescription drug plan telling you that your prescription drug plan won't cover your prescription drugs. That's because you're being enrolled in a new health and drug plan- Neighborhood INTEGRITY. You can't keep your current prescription drug plan and be in Neighborhood INTEGRITY at the same time. You'll continue to get your prescription drug coverage from your current plan until Neighborhood INTEGRITY starts. There will be **no** gap in your prescription drug coverage.

### **Where can I get more information about Neighborhood INTEGRITY?**

- **Enrollment questions** - Call the Medicare-Medicaid Plan Enrollment Line at **1-844-602-3469 (TTY 711), Monday – Friday, 8:00 am – 6:00 pm.**
- **In-person help** - Call the POINT at (401) 462-4444 (TTY 711). They can refer you to a State Health Insurance Program (SHIP) counselor to talk about your options. Monday, Wednesday, Friday, 8:30 am- 4:00 pm, Tuesday and Thursday 8:30 am- 8:00 pm, and Saturday, 8:30 am -12 noon.
- **Provider network, benefits and services** - To see if your doctor is in Neighborhood's network and what drugs are covered, call Neighborhood Member Services at 1-844-812-6896 (TTY 711), Monday – Friday, 8:00 am - 8:00 pm, Saturday, 8:00 am – 12 pm, or check the website at [www.nhpri.org](http://www.nhpri.org).

### **Where can I get more information about Medicare?**

For questions about Medicare, call: 1-800-MEDICARE (1-800-633-4227) TTY users: 1-877-486-2048. 24 hours a day, 7 days a week or go to: [www.Medicare.gov](http://www.Medicare.gov).

**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.