

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)** and tell us you 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 always 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 have the right to join Original Medicare and a Medicare prescription drug plan at any time.

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 care and prescription 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 noon or check the website at www.nhpri.org.
- **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 HealthcareAdvocate@ripin.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 **For more information**, visit 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. **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. **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.