

How Patients Can Keep Their Medicaid Benefits After the “Unwinding” Process

Neighborhood News – July 2024

With the completion of the Medicaid “unwinding” process, renewals will resume their annual cadence. Neighborhood Health Plan of Rhode Island (Neighborhood) is reminding providers of the importance of patients renewing their Medicaid benefits every 12 months to maintain their coverage.

Steps to Maintain Medicaid Benefits

- **Check for Renewal Notices:** Encourage your patients to check their mail for renewal information from the State of Rhode Island.
- **Verify Insurance Status:** Patients should ensure their insurance is active by checking their status on their HealthyRhode account or by calling the Neighborhood sales team at 401-459-6075 (TTY 711).
- **Update Contact Information:** Remind patients to update their contact information on their HealthyRhode account if they have moved or changed their contact information.

Medicaid Renewal Methods

- **Online:** Patients can log in to their account at [HealthyRhode](#).
- **By phone:** Call HealthSourceRI at 1-855-840-4774, Monday through Friday (except holidays) from 8 a.m. to 6 p.m.
- **In person:** Assistance is available at the Department of Health and Human Services (DHS) locations. Visit the [DHS website](#) for a list of locations or meet with a Navigator in the community through the [HealthSource RI website](#).
- **By mail:** Send the renewal application and supporting documents to:
 - State of Rhode Island, P.O. Box 8709, Cranston, Rhode Island 02920-8787

Alternative Options (if members lose their coverage)

If a member loses their Medicaid benefits, they may still be eligible for a plan through Neighborhood. They can contact the Neighborhood sales team at 401-459-6075 (TTY 711) to explore their options. If they no longer qualify for Medicaid, Neighborhood offers a range of affordable, high-quality health plans.

Additional Information

- [Neighborhood Medicaid Renewals Resource](#)
- [EOHHS – “What are Medicaid Renewals?”](#)