How Your Patients Can Keep Their Medicaid Benefits After the "Unwinding" Process

Neighborhood News – October 2024

With the completion of the Medicaid "unwinding" process, renewals have resumed 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 and Other Account Information**: Remind patients to update their contact information and other account information in their HealthyRhode account. This includes reporting any changes to income.

Medicaid Renewal Methods

- **Online:** Log in to their HealthyRhode account at www.healthyrhode.ri.gov
- **By phone:** Call HealthSourceRI at 1-855-840-4774 on Monday through Friday (except holidays) from 8 a.m. to 6 p.m.
- **In person:** Staff at the Department of Health and Human Services (DHS) can help your patients in person. Visit the DHS website to see the list of locations or meet with a Navigator in your community by visiting the HealthSource RI website.
- **By mail:** Mail 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 has recently lost 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 learn more about their plan options. If they no longer qualify for Medicaid, Neighborhood has many affordable, high-quality health plans to keep them covered.

Additional Information

- Neighborhood Medicaid Renewals Resource
- EOHHS – "What are Medicaid Renewals?"