Improved Process for Home Care Grid

February 3, 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is pleased to announce an improvement to receiving INTEGRITY Medicare-Medicaid (MMP) members from the home care grid. Based upon feedback from home care agencies regarding expediting care, **home care agencies will no longer need to submit an authorization request when selecting a member** from the grid. Instead, Neighborhood will be creating the authorization. This change is **effective immediately** and applies only to **INTEGRITY (MMP) members.**

New Process

1. On Mondays (excluding holidays), Neighborhood emails the grid to home care agencies. The grid includes those INTEGRITY (MMP) members in need of home care services.
2. If a home care agency can provide services for one or more of these members, the home care agency emails IntegrityHomecare@nhpri.org with the care ID and town specified.
3. Neighborhood's community care coordinators review the request and contact the member(s) to confirm their interest in the home care agency.
4. If a member agrees to receive services from the home care agency, **Neighborhood's care coordinators will submit the authorization for the initial services.**
5. Home care agencies will receive an approval via email or fax within three (3) business days.

Please note this change applies only to the initial authorization when an agency selects a member from the grid. **Any home care agencies seeking subsequent services must submit a prior authorization request to Neighborhood**.

We appreciate your feedback to ensure members receive the home care services needed to improve their health.

For questions regarding this update, please contact our Provider Services team at 1-800-963-1001. As always, we thank you for the quality care you provide to our members.

Note: This notice was sent via email on February 3, 2025 to all home health providers registered for Neighborhood's News and Updates. If you would like to be added to the distribution list, please click here to sign up.