



Neighborhood Health Plan

OF RHODE ISLAND™



ACCESS



Rlte Care Plan

TRUST



Rhody Health Partners Plan



About Neighborhood

- ✓ Neighborhood offers high-quality health insurance to individuals and families who qualify for RItE Care and other Medicaid programs.
- ✓ We were founded in 1994 by 13 Rhode Island community health centers.
- ✓ Neighborhood serves one out of every five Rhode Islanders.*
- ✓ We have a large provider network, giving our members easy access to health care.
- ✓ Neighborhood Health Plan of Rhode Island is a not-for-profit 501(c)(3) organization.

*Population data from www.census.gov.



TABLE OF CONTENTS

About Our Plans	5
Benefits and Services	6
Special Wellness Benefits	8
Getting the Care You Need	10
Prescription and Over-the-Counter Drug Coverage.....	13
How to Enroll	14



At Neighborhood, we have a plan for you!

Since 1994 we have been providing Rhode Islanders access to high-quality health care. No matter your age or income, we have a plan for you!

About Our Plans

We know health insurance can be confusing. We are here to help! This booklet explains how you can get health care services with one of our two Medicaid plans – ACCESS and TRUST.



ACCESS

ACCESS is Neighborhood's Medicaid plan through the Rhte Care program for children, families, and pregnant women.

- » This plan includes the Children with Special Health Care Needs program.
- » Children with a disability or chronic condition are eligible to receive the same benefits from Neighborhood ACCESS if they qualify for Supplemental Security Income (SSI), Katie Beckett, or Adoption Subsidy through the Department of Children, Youth and Families (DCYF).



TRUST

TRUST is Neighborhood's plan for adults with or without disabilities.

There are two plan options within TRUST:

- » Rhody Health Partners is Neighborhood's Medicaid plan for adults with disabilities that do not receive long-term services and supports (LTSS).
- » Rhody Health Partners Expansion is Neighborhood's Medicaid plan for adults without dependent children or disabilities.

Your Member Rights and Responsibilities

Neighborhood supports the rights of our members. We want you to receive high-quality care and services. This includes the right to make inquiries, file complaints, and use the internal and external written appeals process. Member rights include rules on how Neighborhood uses Personal Health Information.

You can read about your rights and responsibilities on our website. Go to www.nhpri.org/members/your-rights-and-privacy/.

If you qualify, you can enroll in a Neighborhood Medicaid plan at any time. Eligibility for Medicaid is decided by the Rhode Island Department of Human Services (DHS).

This booklet is an overview of benefits. It is not a contract. If you are a Neighborhood member, please refer to the Member Handbook on our website at www.nhpri.org for more information. You may also ask for a copy of the Handbook by calling Neighborhood Member Services at 1-800-459-6019 (TTY 711) Monday – Friday, 8 a.m. to 6 p.m.



Benefits and Services*

With Neighborhood, you have access to a wide range of benefits to help keep you healthy. We have a large network of providers, specialists, hospitals, and pharmacies to give you the services that you need.

*For a complete list of benefits, covered services, exclusions, and prior authorization rules, visit www.nhpri.org.

Benefits

- » Access to a provider or nurse 24 hours a day, 7 days a week
- » Behavioral health services
- » Check-ups and annual visits
- » Dental services**
- » Emergency care
- » Hospital care
- » Interpreter services
- » Lab tests
- » A Member Advocate who can help solve complex issues related to your health, such as getting the care or medications you need to stay healthy
- » Member newsletter with health tips, plan information, and more
- » Member portal where you can access your plan information, request a new ID card, change your mailing address, and more
- » Neighborhood REWARDS, including gift cards for annual check-ups, and more. *See page 12 for details.*
- » Nurses and social workers to help you get the care you need
- » Nurse Advice Line available 24 hours a day, 7 days a week
- » Over-the-counter medicines, like ibuprofen, with a prescription
- » Pregnancy programs to help you have a healthy pregnancy and healthy baby. *See page 13 for details.*
- » Prescription drugs
- » Routine vaccines (shots)
- » Skilled nursing and home health care
- » Smoking, drug, or alcohol help
- » Transportation services, if you qualify, through Rhode Island Medicaid's non-emergency transportation provider
- » Wellness programs to help you manage your health

**Dental is covered by Rhode Island Medicaid and RItE Smiles.

Non-Covered Services

Some health care services are not covered by Neighborhood, such as:

- » Experimental procedures and medications
- » Private rooms in hospitals, unless medically necessary
- » Cosmetic surgery and medications
- » Infertility treatment services
- » Medications, surgical procedures, imaging, or devices for sexual or erectile dysfunction
- » Drugs or products whose manufacturer does not participate in the Medicaid Drug Rebate Program (MDRP)

This is not a complete list of non-covered services. If you have a question about a service and need to know if it is covered, call Member Services at 1-800-459-6019 (TTY 711) or visit our "Non-Covered Services Payment Policy" on our website at www.nhpri.org.

Special Wellness Benefits



Having a Baby?

Neighborhood has many benefits and programs to support pregnant members:

The Bright Start Program, provides support and education during your pregnancy. We also provide rewards for your healthy behaviors, like:

- » A \$20 Walmart gift card when you go to all of the recommended prenatal visits
- » Another \$20 Walmart gift card when you have your postpartum check-up between 7 and 84 days after you have your baby

A no-cost meal delivery service for new moms when you return home from the hospital after your baby is born

Covered doula services that provide emotional and physical support during your pregnancy, childbirth, and after your baby is born. A doula can help:

- » Teach you relaxation and breathing skills
- » Answer questions about the delivery of your baby
- » Stay with you during labor for comfort and support
- » Provide emotional support after you give birth

For more information on our pregnancy programs, visit our website at www.nhpri.org/your-health/programs/bright-start.



Neighborhood REWARDS

As a Neighborhood member you may be eligible for special perks and rewards for healthy living.* Our many offerings include gift cards and much more.

- » \$25 gift cards to Walmart for annual check-ups, routine vaccines for kids, mammograms, diabetes screenings, and more
- » Up to \$50 in a gift card for a 3-month gym membership
- » No-cost admission to the Providence Children's Museum

Visit our website at www.nhpri.org/rewards for information about our REWARDS program.

*Restrictions Apply



Getting the care you need

With Neighborhood, you always have access to high-quality health care and services. We offer many ways to get the care you need.

Our Provider Directory

You can find a list of our in-network providers by using our online search tool at www.nhpri.org/find-a-doctor, or by calling the Neighborhood Sales Team at 1-401-459-6075 (TTY 711), 8:30 a.m. to 5 p.m., Monday through Friday.

Member Services

We're here for you! Neighborhood has a friendly and helpful Member Services team to answer your questions once you become a member. We speak your language and many of our team members live in the towns you live in! Our representatives are available at 1-800-459-6019 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m.



Primary Care

When you become a Neighborhood member, you will choose a primary care provider, or PCP, from Neighborhood's large provider network. A PCP is available to you 24 hours a day for appointments, vaccines, urgent care, check-ups, and other health problems. If you are far from home and get sick, you may be able to see a provider that is not in our network.*

**Out of network services must be approved first.*



Community Health Centers

Neighborhood and the Community Health Centers in Rhode Island share a mission to provide high-quality, affordable health care. There are Community Health Centers all over the state in many locations convenient to you. You can go to a Community Health Center for your primary care and other health care needs. Many health centers have urgent care options and specialty services available to you seven days a week.



Referrals and Specialists

You can also get care from specialists. A specialist is a provider that takes care of a certain parts of the body such as your heart, lungs, bones, or your mental health. You don't need a referral to see an in-network specialist.



Emergency Care

Neighborhood covers all emergency care such as heart attacks, strokes, and major injuries. If you have an emergency, always call 911 and ask for help or go directly to the nearest hospital emergency room right away. No matter where you are, emergency services are covered. You do not need an approval first.



Prescription and Over-the-Counter Drug Coverage

Our Medicaid plans offer prescription and over-the-counter drug coverage, giving you access to hundreds of medicines you need to stay healthy.

Also, members can go to almost any pharmacy in Rhode Island to get a prescription filled. Many of the pharmacies in our network are open 24 hours a day.

To see if your medications are covered, visit your plan page, or call the Neighborhood Sales Team at 1-401-459-6075 (TTY 711), 8:30 a.m. to 5 p.m., Monday – Friday.



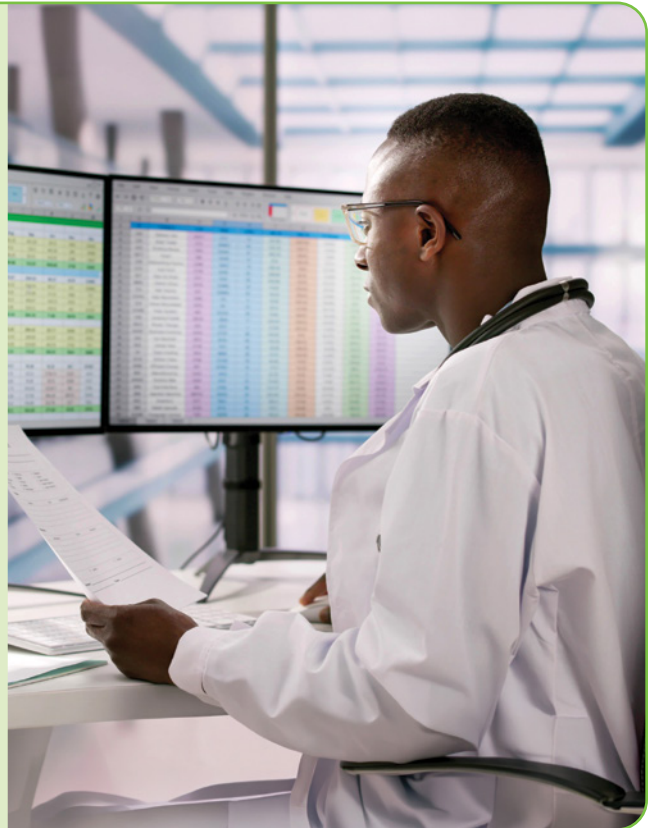
Medical Review

We have to make sure the care you get is covered. We use utilization management (UM) to do this.

Only doctors, nurses and pharmacists perform UM. Examples of UM include review of services before receiving treatment, urgent review of new or ongoing services, review of services after receiving treatment, or filing an appeal.

For more information on the review process, please go to:
www.nhpri.org/access-a-rite-care-plan or
www.nhpri.org/trust-rhody-health-partners.

Neighborhood does not reward any person for saying no to needed care.



How to Enroll

We are here to help! Call us.



The Sales Team can be reached by calling
1-401-459-6075 (TTY 711)
8:30 a.m. to 5 p.m., Monday–Friday.



The Neighborhood Sales Team can answer your questions and help you enroll.



For more information about Neighborhood's ACCESS or TRUST plans, you can visit us online at www.nhpri.org.





**Neighborhood
Health Plan**
OF RHODE ISLAND™

Neighborhood Health Plan of Rhode Island complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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